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MEDIA RELEASE

REX CREATES DEDICATED PORTAL FOR COVID REFUNDS

In an initiative that is unprecedented within the aviation industry, Rex has created a dedicated online automated portal for COVID refund requests that will ensure eligible tickets are refunded to the passenger's bank within 7 days of request. It may take a few extra days for the bank to credit the passenger's account.

This is in line with Rex's unique COVID Refund Guarantee which provides for a full refund for passengers whose flight plans on Rex are directly impacted by COVID-related travel restrictions due to border closures, lockdowns and quarantine requirements.

Rex Deputy Chairman, the Hon John Sharp AM said, "Rex has cancelled hundreds of flights due to the recent border closures and lockdowns. Consequently, tens of thousands of Rex passengers are facing cancellation of their flights."

"Without our ground-breaking automated portal, it would take us weeks if not months to manually process this volume of requests. Rex is a full-service airline that provides its passengers with the highest level of service, and processing refunds in a speedy manner is part of its dedication to its passengers."

"Rex believes that its passengers deserve to be treated with respect and dignity and should not have to suffer the indignity and anguish that [Qantas passengers suffer](#) when trying to get a refund."

"Rex has the financial strength to refund every eligible ticket immediately, unlike Qantas which does not have the liquidity to do so. This explains why there are legions of Qantas passengers not refunded even after a year."

Rex passengers seeking a COVID refund can access the COVID Refund portal at rex.com.au/Coronavirus/CovidBookingChanges.aspx or alternatively can go on Rex's website and click on the Rex COVID Refund Guarantee tile.

Rex is Australia's largest independent regional and domestic airline operating a fleet of 60 Saab 340 and six Boeing 737-800NG aircraft to 61 destinations throughout all states in Australia. In addition to the airline Rex, the Rex Group comprises wholly owned subsidiaries Pel-Air Aviation (air freight, aeromedical and charter operator) and the two pilot academies, Australian Airline Pilot Academy in Wagga Wagga and Ballarat.

ENDS

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