



# Payment Policy



## Finnair Payment Policy

version 4.0

Effective from 1<sup>st</sup> of December 2024





<b>Version</b>	<b>Changes</b>	<b>Author</b>	<b>Approved by</b>	<b>Date of approval</b>	<b>Notes</b>
2.0	Moderate updates	Finnair Payment Business	Head of Payments	10.5.2021	Clarification on allowed payment methods
3.0	Moderate updates Change to non-compliance fee	Finnair Payment Business	Head of Payments	9.11.2022	Clarification on agent card policy Clarification on chargebacks Increase to non-compliance fee
4.0	Minor updates	Finnair Payment Business	Head of Order and Payment Management	18.11.2024	Clarification in terms used





## 1. Finnair Payment Policy

Finnair Payment Policy applies to IATA, non-IATA, and ARC travel agents (Agents), across all channels.

## 2. General

Finnair reserves the right to accept or deny any payment method. Agents must follow Finnair Payment Policy and use only the payment methods accepted by Finnair for Passenger Air Transportation and Ancillary Services. Agents are responsible to follow all payment related applicable laws and regulations, for example Payment Card Industry Data Security Standard (PCI DSS) and EU Payment Services Directive (PSD2) regulation.

On issuance of airline documents, Agents must use the dedicated form of payment code of applicable payment method, according to instructions of IATA.

## 3. Cash

Finnair accepts cash as a preferred payment method from Agents who report their sales via BSP or ARC. Cash settlements from Agents to airline are processed via BSP or ARC, according to each country's reporting periods.

## 4. EasyPay

Finnair accepts EasyPay as a payment method for payments reported via BSP.

IATA EasyPay is an e-wallet solution for issuance of airline documents. Agents set up and load funds into their dedicated IATA EasyPay e-wallets. EasyPay allows Agents a means to lower their financial security amounts held with IATA, as the financial guarantees required from Agents using EasyPay are lower than for Agents not using EasyPay.

Transactions paid with EasyPay are not included in the Agent's BSP cash remittance capacity.

## 5. Payment cards

The definition of payment card includes a consumer or corporate debit or credit card, meaning any type of card, for example wholesale, prepaid, B2B, and virtual card, unless otherwise specified in the text.

### 5.1 Customer's card

A customer's payment card can be used as a form of payment. Agents are responsible for checking the validity of the card and that purchase is authorized by the card holder, as well as ensuring that the card type is accepted for payment by Finnair.





## 5.2 Agent's own card

Use of the Agent's own payment card is not allowed.

As stipulated by this policy, Finnair Booking and Ticketing policy, and IATA resolutions (890/3.4 and 812a/3.1), use of a payment card, which is issued in the name of the Agent or in the name of any of the Agent's personnel, or in the name of any third party, other than the customer or their employer, to issue tickets using Finnair's Merchant Agreement is not allowed without obtaining Finnair's explicit consent prior to using such Card.

IATA Transparency In Payments (TIP) enables both airlines and Agents to take advantage of transparency and control in payment methods and to enable new forms of payments for remittance. These payment methods are called Alternative Transfer Methods (ATM) and they are payment cards in name of Agent. Payment method providers can enroll their payment products with IATA and then enrolled products are published in BSP link. Also, Agents can register their own payment cards into BSP link to apply for consent from airline. All enrolled payment products and Agent own payment cards are by default with no consent.

Finnair reserves the right to give or not to give consent to any ATM/Agent's own payment card in BSP link. Before using them, Agent must check if Finnair has given consent in BSP link.

## 5.3 Fees

When usage of Agent own payment card, without Finnair's prior consent, in conjunction with an air transportation sale is detected, Finnair reserves the right to issue an ADM. Unauthorized use of Agent's own payment card is subject to a non-compliance fee of 5% of total value of documents and an administration fee of EUR 50 or equivalent local currency per ADM, as per Finnair Booking and Ticketing Policy.

If consent is given to use Agent's own payment card requested by Agent, Finnair provides a written confirmation on use and the period of consent. Finnair reserves the right to charge a fee from the Agent for using Agent's own payment card. The fee is charged based on ticket value and sales issued with a consented card. The fee to be applied is communicated to Agent in BSP link under TIP and/or via email, in accordance with the consent granted to the applicable payment method. In such case, the Agent accepts to remit the charge which is collected by ADM or by invoice.

Fees will not be paid back in case ticket is refunded for any reason.

## 6. Payment method processing fees

Payment cards are subject to Finnair's standard payment method processing fee policy. Finnair collects payment method processing fees in various markets. Applicable payment card fees are published in the Payment Method Processing Fees table in Finnair Easy.

The amount of the payment card fee is added to the total amount of the flight ticket (including YR fees and taxes) and is based on the point of commencement of the journey. Payment method processing fee information is filed as an OB fee for automated collection. OB fees are not shown on the ticket with standard taxes and charges but are added to the Electronic Ticket/Itinerary Receipt and automatically reported to BSP. Agent must provide customer a receipt of the total amount including OB fees charged from payment card.





## 7. Chargebacks

Chargeback is a dispute received by the merchant. There can be several reasons why chargeback is raised. Agents are responsible for their payment card sales as per IATA Resolution 890 (4.7). The responsibility applies in case of Agent's negligence, e.g., fraud purchase without applicable authentication method of the card holder or incorrect/incomplete information given to the customer etc.

### 7.1 Chargeback prevention

Agents are responsible for taking all necessary actions to prevent chargebacks.

In online sales card payments are to be processed through 3DS authentication, based on requirements published by applicable regulations. 3DS authentication protects customers' card accounts and prevents fraudulent card payments. When Agent accepts a customer card online and reports the issued documents with the customer's card form of payment to Finnair, Agents' 3DS service provider must be connected to GDS, and transfer the authentication data into authorization message which GDS is sending to the card scheme.

Agent must provide to customer correct and complete information about service being sold, including its terms and conditions. The customer confirms acceptance of the information and terms and conditions when making the payment.

### 7.2 Chargeback process

If Finnair receives an inquiry or a notification of chargeback related to a payment card transaction issued by an Agent, Finnair will notify Agent and request supporting documentation. Agent is responsible for providing a complete response by the given deadline for Finnair, to use it as a defense against the chargeback.

After Finnair has submitted the response to the acquirer and if the case proceeds to arbitration, the Agent will be responsible for the possible arbitration costs if the case is lost. Finnair will require a deposit from the Agent in advance to cover potential arbitration costs until the case is resolved. Finnair reserves the right to decline to proceed with arbitration if the provided evidence is found inadequate. In case of a lost chargeback, and if Agent is held liable, Finnair will pass the loss to Agent by issuing an ADM. In addition to deducted chargeback amount, any administrative, arbitration, or filing fees collected by card acquirers will be charged on ADM. For each chargeback ADM, Finnair's standard administrative fee of €50 (or equivalent in local currency) will apply.

