Shandong Airlines Sales & Marketing

NO. [2024] JWGD004

Notice on the Adjustment of ACM Requests and ADM Disputes of Shandong Airlines

To the sales office and the sales representative:

To better manage ACM requests and ADM disputes, Shandong Airlines has adjusted related work procedures. The specific details are as follows:

1. ACM Requests Submission Guidance for Agents

Agents should complete the *ACM Application Form* (Attachment) and submit it together with required supporting documents (if applicable) to the local sales office or the sales representative. The ACM will be issued by Shandong Airlines after verification.

2. ACM Requests and ADM Disputes Requirements for the Sales Office and the Sales Representative

a. The sales office and the sales representative should inform the agents of "1. ACM Requests Submission Guidance for Agents" and the *ACM Application Form* (Attachment), and make sure your contact information is known to the agents.

b. The sales office is required to verify the ACM application, and sign the AC*M Application Form* with comments,

signature, and official stamp (if applicable) when the application complies with the sales policy of SC. Then the following procedures shall be followed according to the requirements of the company.

c. The sales representative is required to verify the ACM application, and sign the AC*M Application Form* with comments, signature, and official stamp (if applicable) when the application complies with the sales policy of SC. The AC*M Application Form,* together with the supporting documents, then are required to send to SC.

d. The sales office and the sales representative are required to handle the ADM dispute requests for the agent by explaining the sales policy. For unconfirmed policies, please contact the policy issuing department of the company for confirmation.

Attachment：*ACM Application Form*

Sales & Marketing Department

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