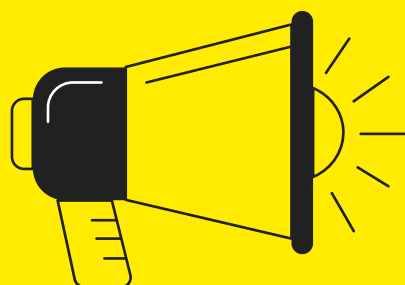


FRAUDULENT CHARGES

If you receive a conversation from a guest involving fraud (example, the guest advises that their credit card was charged by Spirit but they did not make a booking with us) do the following:



Express empathy and assure our guests that we are concerned about their problem.



Do not send the PNR or other information to the guest that contacted us.



Do not try to solicit information from the guest.



If the query is for a \$69.95, \$99.90, or \$129.90 charge, it is most likely a Saver\$ Club membership fee.

Make sure to fill up the Fraudulent Charges template and then send it to a supervisor on charge so they can escalate the case:



PNR:
City Pairs:
Outbound Date:
Return Date:
Booking Date:
Number of PAX:
Caller's Name:
PAX Request or Issue:

spiritTM
LESS MONEY. MORE GO.

