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07 April 2020

CUSTOMS MEMORANDUM CIRCULAR
NO. 106 - 2020

To: The Assistant Commissioner
All Deputy Commissioners
All Directors and Division Chiefs
All District/Port Collectors
And Others Concerned

Subject: Temporary Suspension of Philippine Airline Operations

Attached is a copy of Memorandum dated 01 April 2020 from Mr. Alvin P. Diaz, Director IV, Central Administration Office, Department of Finance, endorsing a copy of email dated 01 April 2020 from Philippine Airlines informing on the temporary suspension of all Philippine Airlines international and domestic flights from March 26 until April 14, 2020.

For your information and guidance.

For record purposes, please confirm the dissemination of this circular throughout your offices within fifteen (15) days from receipt hereof.

REY LEONARDO B. GUERRERO

Commissioner
APR 15 2020



BOC-09-12414

South Harbor, Gate 3, Port Area, Manila 1099

Tel. Nos. 8527-4537, 8527-1935

Website: www.customs.gov.ph E-mail: Boc.cares@customs.gov.ph

A Modernized and Credible Customs Administration That is Among the World's Best

Cmc 70.4 - 2020 P.2

154-59
Internal Admin Group
Received by: VICKY REYES
Date: 4/13/20
Time: 10:59 am.

MASTER COPY



Republic of the Philippines
DEPARTMENT OF FINANCE
Roxas Boulevard Corner Pablo Ocampo, Sr. Street
Manila 1004



MEMORANDUM

FOR : HEADS OF OFFICES
This Department

HEADS OF BUREAUS/ATTACHED AGENCIES
Department of Finance

FROM : ORIGINAL SIGNED
ALVIN P. DIAZ
Director IV
Central Administration Office

SUBJECT : PAUSE IN PHILIPPINE AIRLINES (PAL) OPERATIONS

DATE : April 1, 2020

Attached for information and guidance is a copy of email dated 01 April 2020 from Philippine Airlines on the above-captioned subject.

CMC 104-2020 1.3

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Angelica Garcia <agarcia@dof.gov.ph>



Fwd: Pause in PAL Operations

1 message

Anna Mea Magundayao <amagundayao@dof.gov.ph>
To: Angelica Garcia <agarcia@dof.gov.ph>
Cc: Carmel Melinda Climaco <cclimaco@dof.gov.ph>

Wed, Apr 1, 2020 at 12:28 PM

Lyka,

For appropriate action please.

Thanks.

Mea

----- Forwarded message -----

From: **Maria Carmela P. Romerosa** <mromerosa@dof.gov.ph>
Date: Wed, Apr 1, 2020, 11:56 AM
Subject: Fwd: Pause in PAL Operations
To: Anna Mea Magundayao <amagundayao@dof.gov.ph>

Mea,

For dissemination please.

Thank you.

----- Forwarded message -----

From: **Philippine Airlines** <noreply@philippineairlinesnews.com>
Date: Wed, Apr 1, 2020 at 8:12 AM
Subject: Pause in PAL Operations
To: <mromerosa@dof.gov.ph>

Please click here if you cannot view this email



Mabuhay Miles

To our valued passengers:

We at Philippine Airlines hope all of you are safe at this time. We

are writing to let you know that, from March 26 until April 14, 2020, all Philippine Airlines international and domestic flights have been suspended temporarily.

We deliberated very carefully, and finally concluded that PAL could no longer sustain even a limited number of international flights due to the strict travel and entry restrictions imposed by more and more countries; the resulting collapse in demand for travel; and continuing challenges in staffing our Manila airport hub during the ongoing lockdown.

Our firm goal is to resume operations starting April 15, 2020, if allowed by Philippine and international authorities, global public health conditions and the travel environment. Please stay posted for announcements on our website and social media accounts.

What are your options for your booking?

Rest assured that your PAL booking is safe.

If your flight was initially scheduled on any date from March 15 to April 30, 2020, or if you were prevented from travel by COVID-19 cancellations, travel bans or quarantine requirements, you can **request for the following even after your flight date, or even after the end of the Luzon-Wide enhanced community quarantine period:**

- **Rebook* your flight without penalties and without fare difference** if you travel in the same cabin. We suggest that you request for rebooking after our target flight resumption date, on April 15, 2020. Travel at any time before November 30, 2020 or your ticket validity, whichever comes first.
- Convert the unused value of your ticket to a **travel voucher valid for one year.**

*Rebooking and rerouting with blackout travel dates for Canada and United States:

(1) Westbound (Canada/United States to Philippines): June 15, 2020 until July 31, 2020;

(2) Eastbound (Philippines to Canada/United States): July 15, 2020 until September 15, 2020

Note: The said passengers may also refund their tickets without penalties

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How can you make changes for your booking?

Given the current circumstances, PAL will do our best to keep our customer support network open to serve your needs. Passengers who booked in the PAL Website, Mobile App, Ticket Office, or Reservations Hotline may:

- Call our 24/7 Reservations Hotlines at (+632) 8855-8888 (Manila) and 1-800-435-9725 (USA/Canada). - *Note: The hotline is experiencing very heavy volumes right now and cannot be fully staffed due to quarantine restrictions; please defer all but the most urgent calls for the time being.*
- Visit our Ticket Office when our operations resume by April 15, 2020 or
- Log on to <https://mypal.vip/url/RequestHub> to submit your requests for booking changes online, and we will reply within 5-7 business days.

Passengers of travel agents may request for changes through their issuing travel agent.

We understand that this pause in operations will be an inconvenience, and we hope for your understanding as we at PAL look to the safety of our colleagues and our families as we all face this global contagion. We thank you, our valued customers, for your support and patience during this most difficult time.

The global crisis is monumental in scale, but we are confident that we can all join together and work to overcome the challenges, and that your PAL will soon be back in the air to again connect you to the beautiful islands of the Philippines, and to the world.

From the Heart of the Filipino, Mabuhay!



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This message was sent to mromerosa@dof.gov.ph from:
Philippine Airlines | PNB Financial Center Pres. Diosdado Macapagal Avenue
CCP Complex, Pasay City, Metro Manila 1308, Philippines

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MARIA CARMELA P. ROMEROSA
Human Resource Management and
Development Division
Department of Finance
Tel. 525-0244

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