

# Information message

**2021 7 February**

On February 03, 2021, Uzbekistan Airways began receiving requests from passengers on repeated debiting of funds from bank cards of customers who purchased air tickets for repatriation flights Uzbekistan Airways during COVID-19 quarantine restrictions.

In this incident, the airline sent inquiries to the clearing centre. According to the notification we have received, the repeated debiting of funds occurred as a result of a technical failure in the interbank payment system.

The return of re-debited funds will be carried out from the evening of February 8, 2021, and the problem will be completely resolved as soon as possible and the information of this will be officially published.

Currently, the inquiries files have been transferred to the issuing banks, all citizens who have not received the funds, please refer the servicing bank that issued the card

For all questions related to this incident, please contact the Asakabank support service center:

+99878 1476565 (ex.1832, ex.1833).

e-mail: [cards@asakabank.uz](mailto:cards@asakabank.uz)

copy: [gavs@uzairways.com](mailto:gavs@uzairways.com)

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