



IndiGo to disburse customer credit shells and refunds by January 31, 2021

Airline has already paid out 90% refunds amounting to approximately INR 1000 cr

National, Dec 07, 2020: Since the resumption of operations in May, IndiGo has been rapidly refunding amounts owed to customers whose flights had been cancelled during the lockdown. The airline has already processed close to INR 1000cr of refunds, which is approximately 90% of the total amount owed to our customers. IndiGo is committed to complete payment against all pending credit shells latest by January 31, 2021.

Mr. Ronojoy Dutta, Chief Executive Officer, IndiGo said, *“The sudden onset of Covid19 and the resulting lockdown, brought our operations to a complete halt by the end of March of this year. As our incoming cash flow dried up, we were unable to immediately process refunds for cancelled flights and had to create credit shells for the refunds that were due to our customers. However, with the resumption of operations and a steady increase in demand for air travel, our priority has been to refund the credit shell amounts in an expedited manner. We are pleased to commit that we will disburse the full 100% credit shell payments latest by January 31, 2021. We would like to thank all our customers who stood by us for their patience and understanding during this unprecedented crisis ”.*

About IndiGo

IndiGo is amongst the fastest growing low-cost carriers in the world. IndiGo has a simple philosophy: offer fares that are low, flights that are on time, and a courteous, hassle-free travel experience. With its fleet of 262 aircraft as of 31st March 2020, the airline offered 1,674 peak daily flights during the quarter and connected 62 domestic destinations and 24 international destinations. For more information, please visit www.goIndiGo.in. You can also connect with us on [Facebook](#), [Twitter](#) and [Instagram](#).

-End-