

Dear udChalo family members,

I hope during this lockdown, all of you are staying at home and following best practices of maintaining social distance and washing your hands, if you do need to step out of your houses for essential grocery shopping and other medical needs. This will ensure you and your loved ones are safe and healthy during the lockdown.

At udChalo, we take the safety of our employees very seriously. Since 14th March 2020, all of our employees at Pune and Gurgaon have been working from home, for their safety and the safety of their family members.

Our support teams are working 24x7 and are constantly monitoring updates from the government and public health authorities to be able to serve you in the best way possible, during this period, and will continue to do so during the lockdown period. However, our call centers are experiencing heavy volumes for the last couple of weeks, and hence, you may experience a longer than usual wait time to get help in reaching our support executives. To enable a faster response time, we have temporarily moved most of our members to provide support via chat on WhatsApp as well as our website. Please send us a WhatsApp message on our customer care number for faster support and assistance during the coming weeks.

I would like you to understand that the airline and travel industry in general are experiencing the most challenging times in many decades, and this situation will most likely continue for some time before it starts improving gradually.

Due to the highly infectious nature of Coronavirus and its adverse impact on senior citizens as well as individuals suffering with existing health conditions, it is a justified action by the Govt of India to impose restrictions on Air Travel, as well as other modes of travel. This will aid our country to minimize the extent of spread of this contagion in our nation, as well as reduce the pressure on our nation's limited medical facilities in comparison to our nation's large population.

I want to assure all our udChalo members that despite this period of uncertainty and disruption to the travelling society, we stand by you, and are always available for your assistance, 24x7.

We have put an easy way to know your travel options in case your travel was affected due to the suspension of Flights between 25th Mar 2020 and 14th April 2020. You can visit our travel advisory page <https://www.udchalo.com/flights/travel-advisory> to get help, and know how to get your travel plans updated, as per the options provided by the Airline.

For those members who had their travel plans disrupted or cancelled in the last 2 weeks, but their dates of travel were outside the lockdown period, please don't be anxious in case your refunds are not yet processed. Your refund amounts are safe and will be refunded back to you as soon as they are made available to us by the airline post the lockdown is lifted, enabling travel services to resume in our country. Till then, Airlines are refunding the amounts in the form of Agency credit to our shell account with the Airlines, and you may choose to book a new flight for a future date against that balance by reaching out to our Customer care teams.

Finally, I would like to thank you once again for your trust and support during these difficult times to our family, community, citizens and nation. udChalo will remain committed to our motto of Service for Services.

We look forward to receiving your constant support as we continue to work towards simplifying your travel needs in the future.

Stay safe and stay well.

Jai Hind!



Varun Jain
CEO