STATION INSTRUCTION

easyJet

Station Instruction #	305	January 7, 2025	
Title	Suspected Fraudulent Payments		
Date of issue	07.01.2025		
Effective start date	08.01.2025		
Effective end date	UFN		
Written by	Aleta Love		
Reviewed by	Ground Ops Customer	OPR No	NA

Reason for Issue

To update the process for Ground Crew when there is a suspected fraudulent payment by a customer at the airport.

GHM Amendments

Section	Title	Details
1.1.1.3	Processing Payments	Section updated in line with the new process for Ground Crew when there is a suspected fraudulent booking.

Details

When there is a suspected fraudulent booking at the airport the Ground Crew should follow this process outlined in the SITA message below.

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** easyJet ~ Notification of Fraud Alert **

__/__/2024

EZY____ [ROUTE] / STD ____z

PNR: _____
PAX: _____

Please be advised that this booking has been flagged as potentially fraudulent.

Please STOP the passenger immediately.  The booking has been cancelled and the booker will receive
a full refund to the original form of payment.
- If the passenger has already boarded the aircraft, please allow the passenger to remain onboard
to avoid delaying the flight, and then contact:
RPFRAUDTEAM@EASYJET.COM and CUSTOMERDISRUPTION@EASYJET.COM with the information.
- If the passenger still wishes to travel, they must contact Customer Services, or they can rebook
at the airport with a card matching the name on their passport outside of Customer Services
opening hours
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Fraud Revenue Protection Team: RPFraudTeam@easyJet.com

easyJet Customer Services: +44 (0) 330 5515151 Airport Support Line: +44 (0) 330 5515171
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Best regards,

easyJet CDO ~ +44 1582 525 525 ~ Option 5 then Option 2
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