



**READ AND SIGN**  
Revision: 0 | Issued: 28.11.2025

## Topic: Reporting Of TUI SSBD Issues – SV & LA Responsibility

Dear SVs and LAs

Please make sure to forward all these reports to Laura that you get from the agents about the SSBD issues on TUI.

TUI would like to have less agents for Check-In and focus more on the SSBD, but if these issues are still a problem and we are not reporting, we will have a lot of issues at the check-in later.

We need to get these fixed!

So please forward all these reports to Laura!

Thank you!

Norbert