



READ AND SIGN
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Topic: Internal Numbers

Dear All

Kind reminder, internal numbers from airlines, such as Visa Team, OCC, etc. cannot be shared with passengers nor with 3rd party companies at the airport.

These numbers were shared by our airlines with us to help and support us, but we cannot share these numbers with others.

Condor staff somehow received the LOT Visa Team number, and today they were handing it out to passengers who were then calling the LOT Visa Team.

This cannot happen. Their Visa Team is to support us, and not able to handle passenger inquiries on top.

Any publicly available number can be shared, but the internal numbers are only for internal use.

Thank you for your understanding!

Norbert