COO NOTE 9A – 200311 – CORONAVIRUS Assistance

Added to COO Note 9

The following additional assistance is available to all CGMA clients in response to needs imposed by the CORONAVIRUS. This assistance is in addition to that assistance outlined in COO NOTE 9.

Change/Cancellation Fee Reimbursement: Although almost all airlines have agreed to waive change and/or cancellation fees during this period, it is not 100%. Therefore, CGMA will reimburse members for these costs incurred. This program may be used for any travel related cancellation or change fees (including hotels). It may not be used for forfeited deposits – only for fees charged to change or cancel the travel.

Limit: This is limited to $100 per person, for a maximum of 5 persons (member and/or dependents). This program will no longer be available after 31 August 2020. This program is limited to fees incurred related to the Coronavirus, not travel changed for other reasons (personal convenience, change in PCS orders, etc.) This program may be used only once by each CGMA client.

Procedure: Members may request this reimbursement using CGMA Form 20. They need only provide a copy of a receipt or invoice for the fees paid. Note: The receipt must show that it was paid. CGMA reps are authorized to approve these reimbursements in netFORUM. The program in netFORUM is ‘AirlineFee’.

Further dissemination of this information is authorized.

Form 20: https://www.cgmahq.org/repInfo/forms/CGMA_20.pdf

Example 1: Member and two dependents cancel their tickets and it costs them $85 each. They may be reimbursed $255. (Three persons, less than $100 each.)

Example 2: Member and two dependents cancel their tickets and it costs them $120 each. They may be reimbursed $300. ($100 each for three persons.)

Example 3: Member and five dependents cancel their tickets and it costs them $75 each. They may be reimbursed $375. ($75 each for the member and four of his dependents – which is the five-person max.)

Example 4: Member was not traveling with dependents. Their five dependents cancel their tickets and it costs them $90 each. They may be reimbursed $450. (Five persons, less than $100 each.)