Clarification on Agent Card Acceptance



Clear rules, transparent exception handling and enhanced payment transparency for agent card usage

To ensure transparent and compliant payment handling across Lufthansa Group airlines, the existing policy on agent card acceptance in indirect sales is being reinforced and aligned with IATA standards.

Key messages:

- Agent cards, including Virtual Account Numbers (VANs) and other Alternative Transfer Methods (ATMs), are not accepted by default for ticket sales on Lufthansa Group airlines. Customer cards remain accepted in line with IATA regulations.
- Any use of an agent card requires a defined exception process, including BSPlink registration, explicit airline consent and a justified business case.
- IATA Transparency in Payments (TIP) supports transparent monitoring, compliance management and standardized exception handling across Lufthansa Group carriers.
- The standardized approach helps reduce the risk of non-compliant transactions and related ADMs while providing greater transparency and clarity for travel agencies.

For questions regarding agent card acceptance, exception requests or specific business cases, please contact your Lufthansa Group account manager.

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