We have written a complaint to you under the number UID:eea84795 PNR but do not have a response yet.

The reason of complaint was that we have booked 4 tickets for 2 passengers (2 for each) through agency. Agency has generated 3 accounts on wiz air automatically. Because of the COVID our flights were canceled. We have access to these 3 accounts but do not have access to e-mails on which accounts were generated. We bought new tickets through these accounts from our wiz account balances. In addition, we bought wiz discount membership on one of the accounts.

Now we want to move bookings, accounts balance and wiz discount membership from these 3 accounts to 1 our own account (from which we are writing to you)

Agency accounts where from we want to move reservations, balances and discount membership:

1. Account number: 3990237821

Route: Budapest-Moscow

Passengers: Filippov, Shtukaturova

Date: 28/06/2021

Confirmation code: PJZGYX

Discount club membership was bought on this account

1. Account number: 9710239433

Route: Baku-Budapest

Passengers: Filippov

Date: 21/06/2021

Confirmation code: DDGWSW

1. Account number: 8180240421

Route: Baku-Budapest

Passengers: Shtukaturova

Date: 21/06/2021

Confirmation code: EDQ4KG

We want to move all our “purchases” and balances to account from which we are writing to you: Account number: 3820240371