



## BUREAU OF PILGRIMAGE AND ENDOWMENT

**2024 HAJJ ADVISORY**  
**BPE No. 2025-003**

### REFUND PROCESS LIMITATIONS



We would like to inform the public that due to high demand and to ensure a smooth and orderly refund process of the hajj 2022 and 2023 (MOASSASSA, CAMP FEES, VAT, and GUARANTEE INSURANCE), we are hereby implementing a daily limit on the number of Hujjaj/Claimant to refund to accommodate up to 500 refund requests per day.

To facilitate the process, please take note of the following guidelines:

1. Refund requests will be processed on a first-come, first served basis.
2. Once the daily limit is reached, no further refund applications will be accepted for that day.
3. Ensure to have all necessary documents ready to expedite the refund process.

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation. our team is committed to providing the best possible service and ensuring that all refund requests are handled promptly and fairly.

**NARIMAN B. CABILI**  
Officer-In-Charge, BPE