

Turkish Airlines Complaint Evidence

Inna Sabzaliyeva & Zahir Sabzaliyev | Booking reference SG8NYL | August 15, 2026

Issue summary

- Two passengers are booked under PNR SG8NYL: Inna Sabzaliyeva and Zahir Sabzaliyev.
- A \$100 Hold the Price fee was paid to protect the reservation and fare.
- Turkish Airlines continued to display an active payment countdown, including 5 hours 28 minutes remaining, while the website simultaneously displayed an expiration error and blocked payment.
- Customer service generated a custom payment link for \$3,690.66 after the website would not accept payment.
- The custom payment page confirmed the order was completed successfully, and Citi then showed the \$3,690.66 Turkish Airlines charge as pending.
- The tickets were not issued, and customer service offered to take the full payment again instead of protecting the reservation while the first payment was pending.

Key reservation details

Passengers:	Inna Sabzaliyeva; Zahir Sabzaliyev
PNR:	SG8NYL
Route:	Ashgabat - Istanbul - Miami, round trip
Payment submitted:	\$3,690.66
Hold-price fee:	\$100

Exhibit 1 - Miles&Smiles account identification

Shows Inna Sabzaliyeva's Turkish Airlines Miles&Smiles account page.

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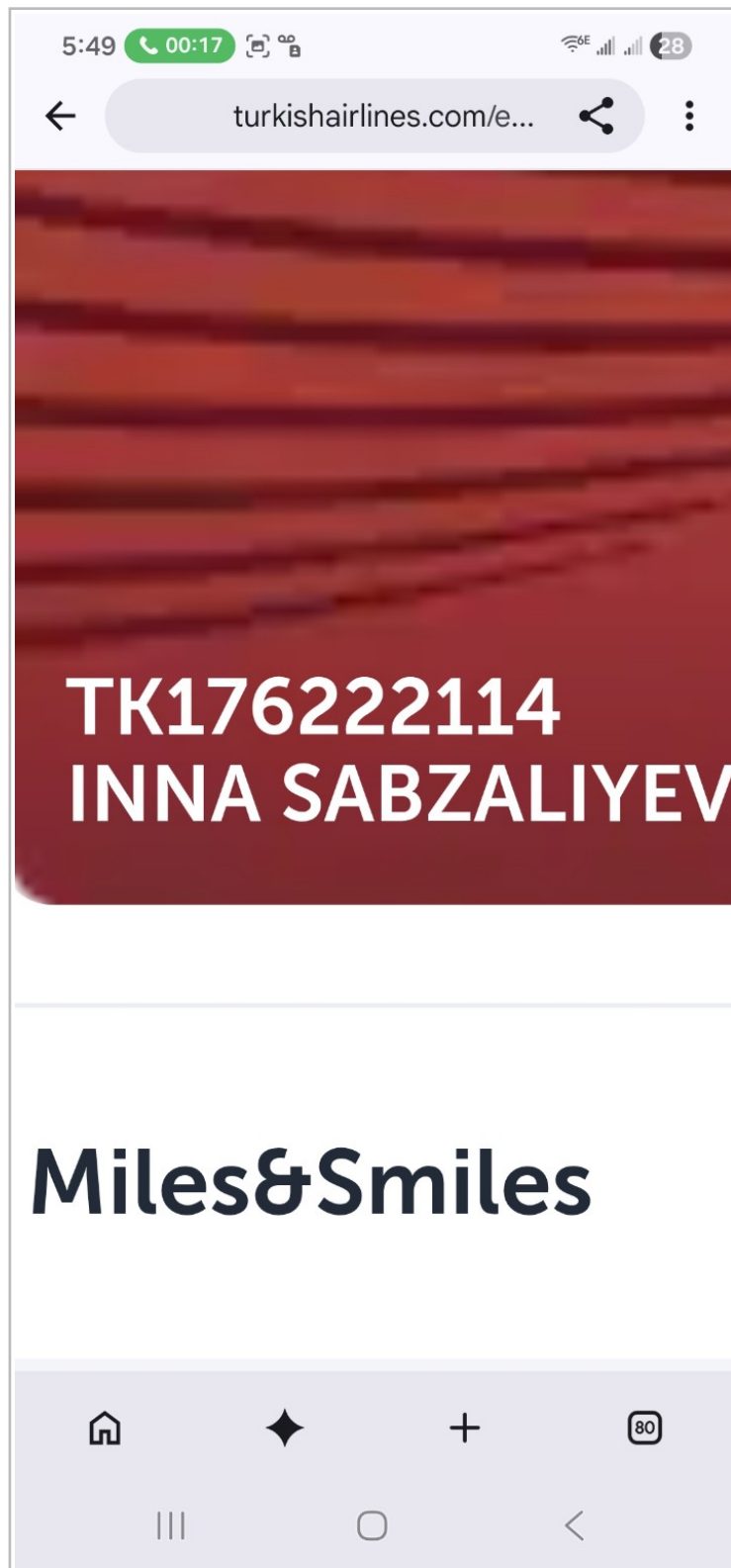


Exhibit 2 - Reservation and itinerary

Shows reservation code SG8NYL and the Ashgabat-Istanbul-Miami round-trip itinerary.

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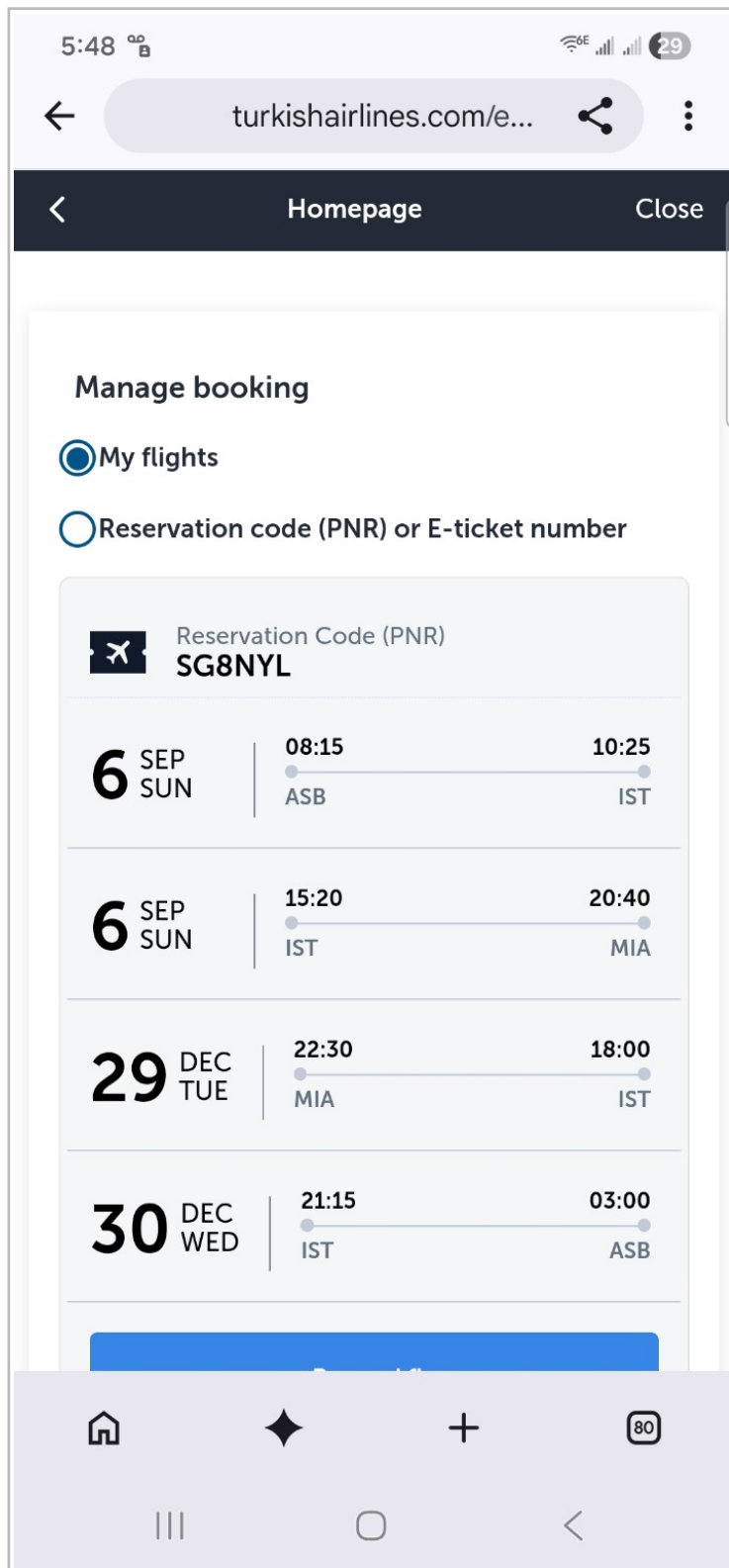


Exhibit 3 - Hold-price reservation still showing time remaining

Turkish Airlines manage-booking page shows the August 16, 2026 payment deadline and approximately 15 hours 49 minutes remaining.

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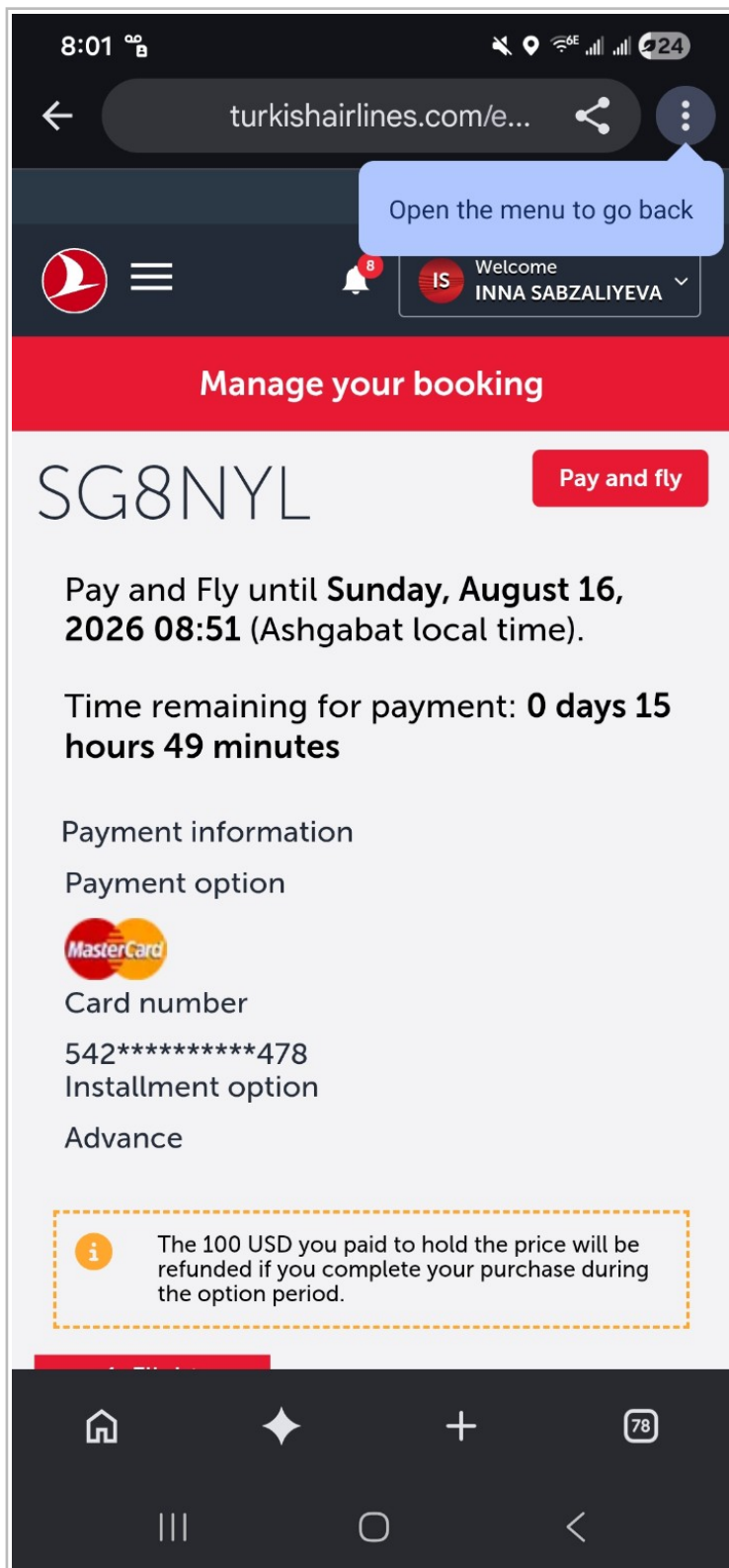


Exhibit 4 - Active countdown: 5 hours 28 minutes remaining

Desktop manage-booking page shows PNR SG8NYL with 5 hours 28 minutes remaining before the stated payment deadline.

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Manage your booking

Ashgabat - Miami round trip

Departure: Sunday, September 6 - Return: Tuesday, December 29

SG8NYL

Booking reference

Pay and Fly until **Sunday, August 16, 2026 08:51** (Ashgabat local time).

Time remaining for payment: **0 days 5 hours 28 minutes**

Pay and fly

Payment information

Payment option Card number Installment option



542*****478

Advance



The 100 USD you paid to hold the price will be refunded if you complete your purchase during the option period.

Exhibit 5 - Expired error while countdown is still active

The expiration error appears while the same page behind it still visibly shows 5 hours 28 minutes remaining, documenting the contradiction that prevented payment.

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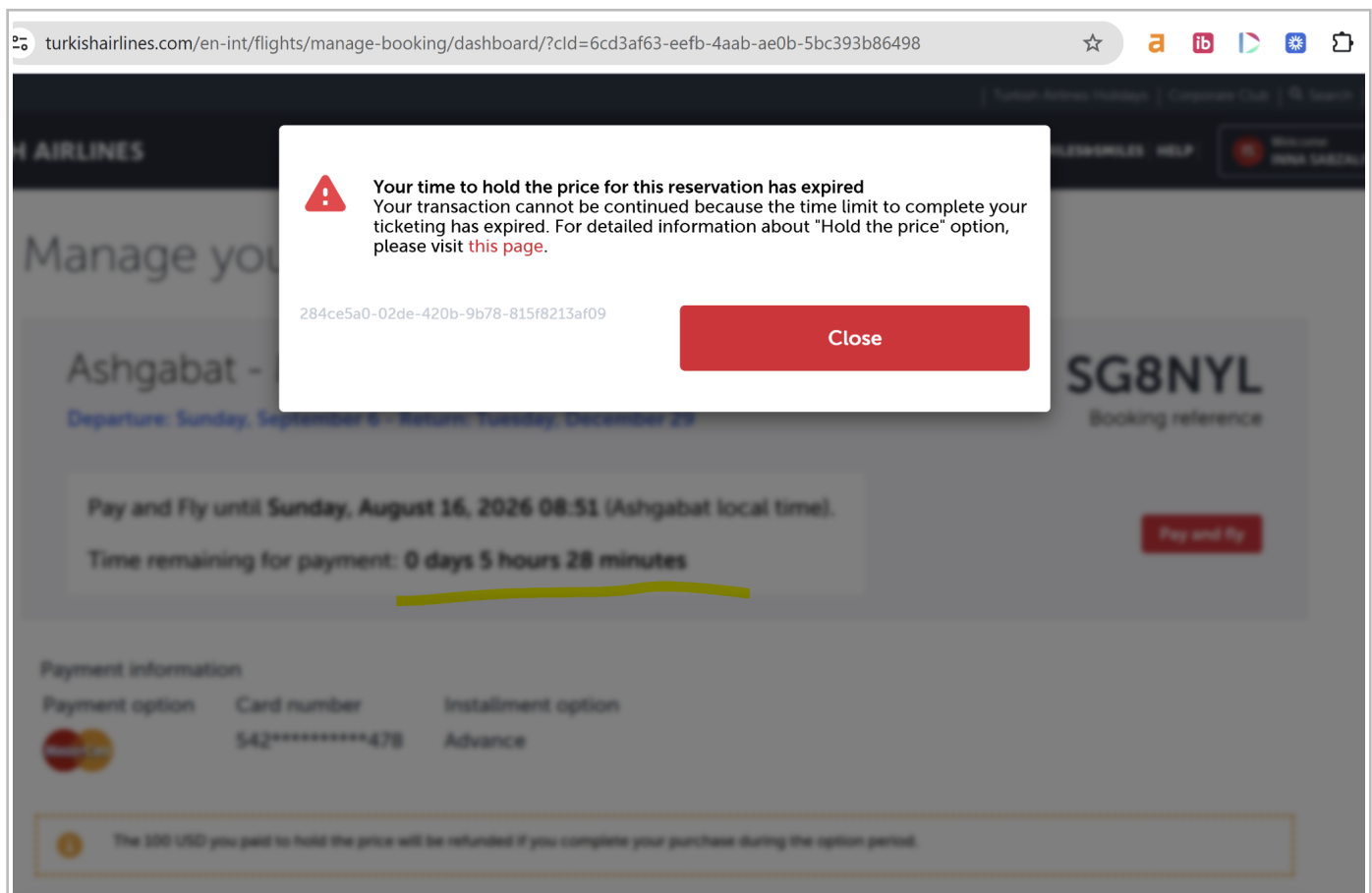


Exhibit 6 - Additional expiration error preventing ticketing

Turkish Airlines states that the hold time expired and prevents ticketing despite the reservation countdown evidence showing time remained.

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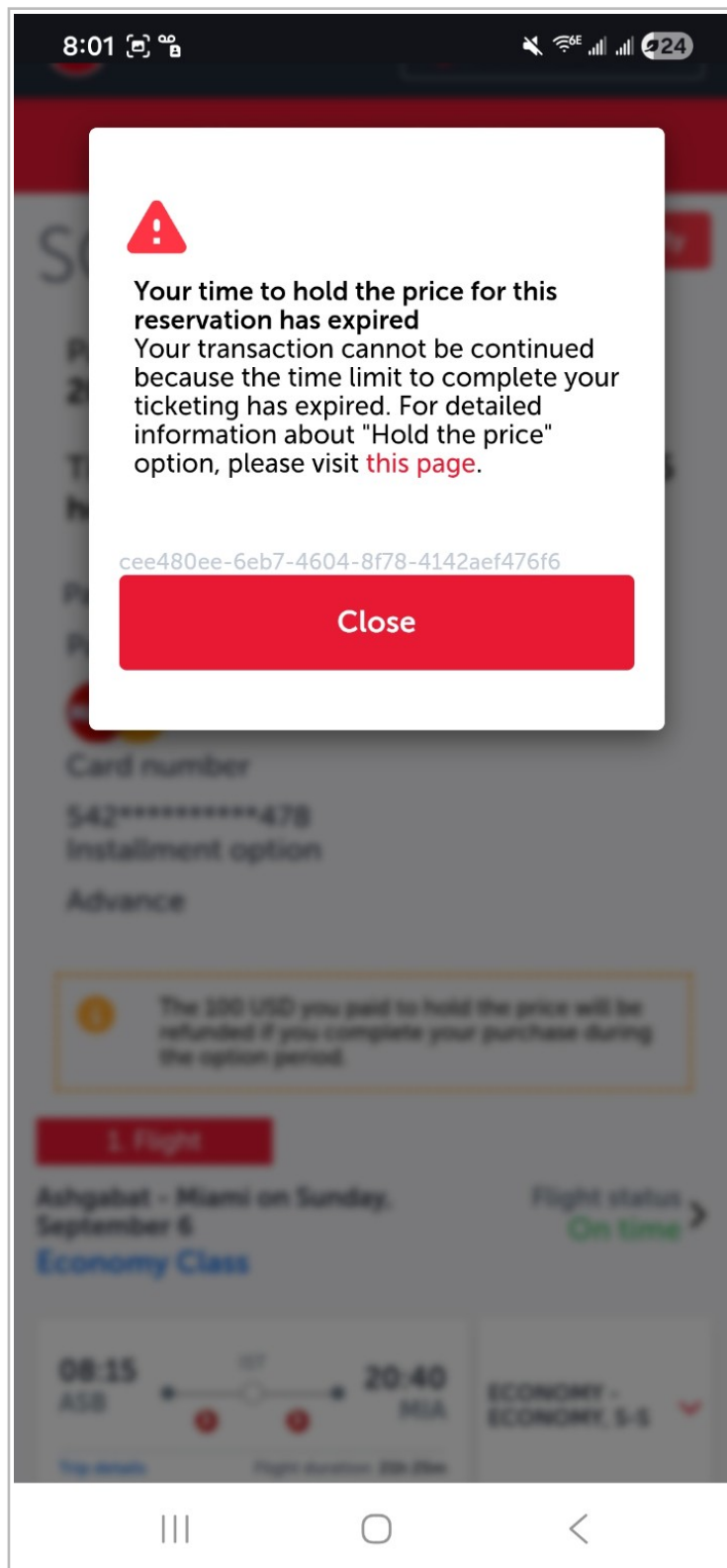


Exhibit 7 - Customer-service payment link and expiration warning

SMS shows a custom payment link for reservation SG8NYL in the amount of \$3,690.66, followed by a reservation-expiration warning.

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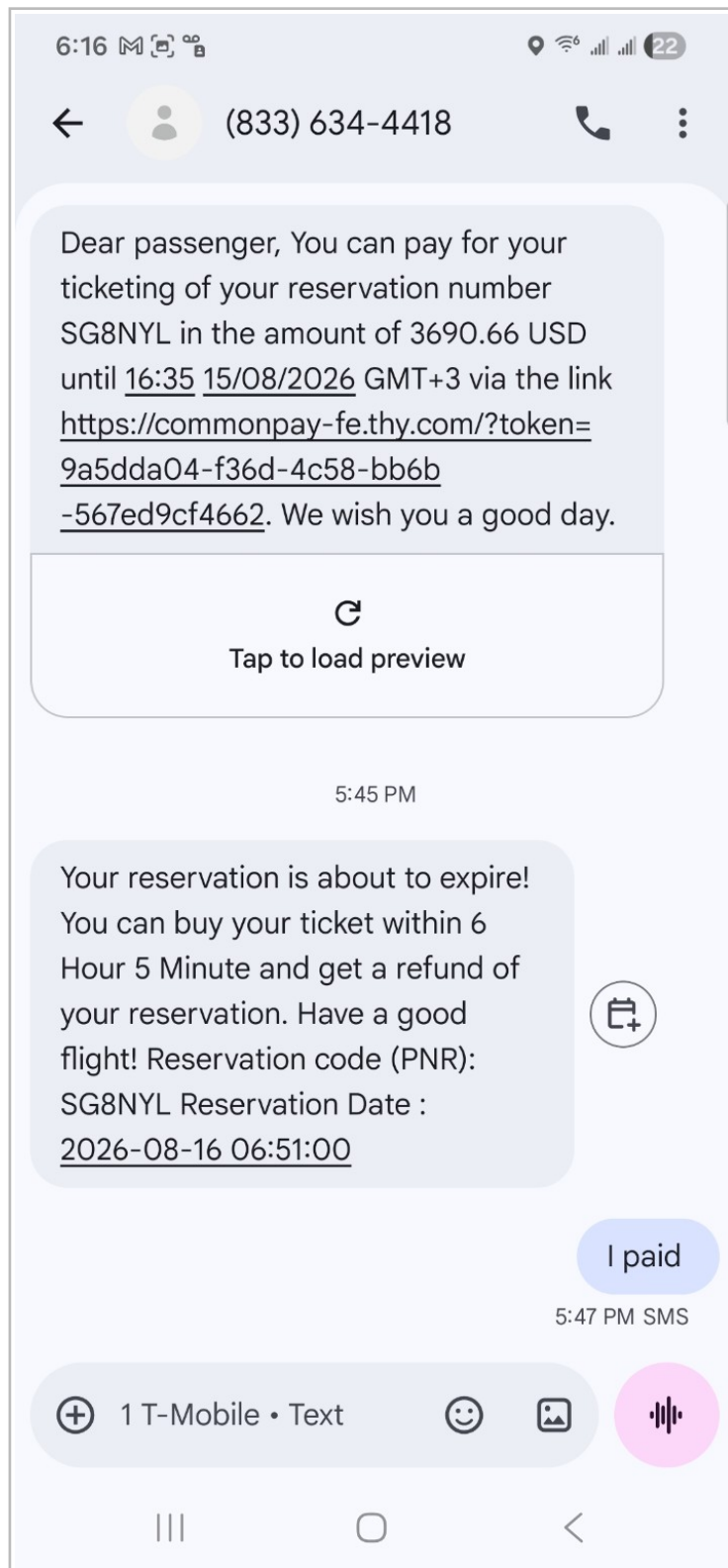
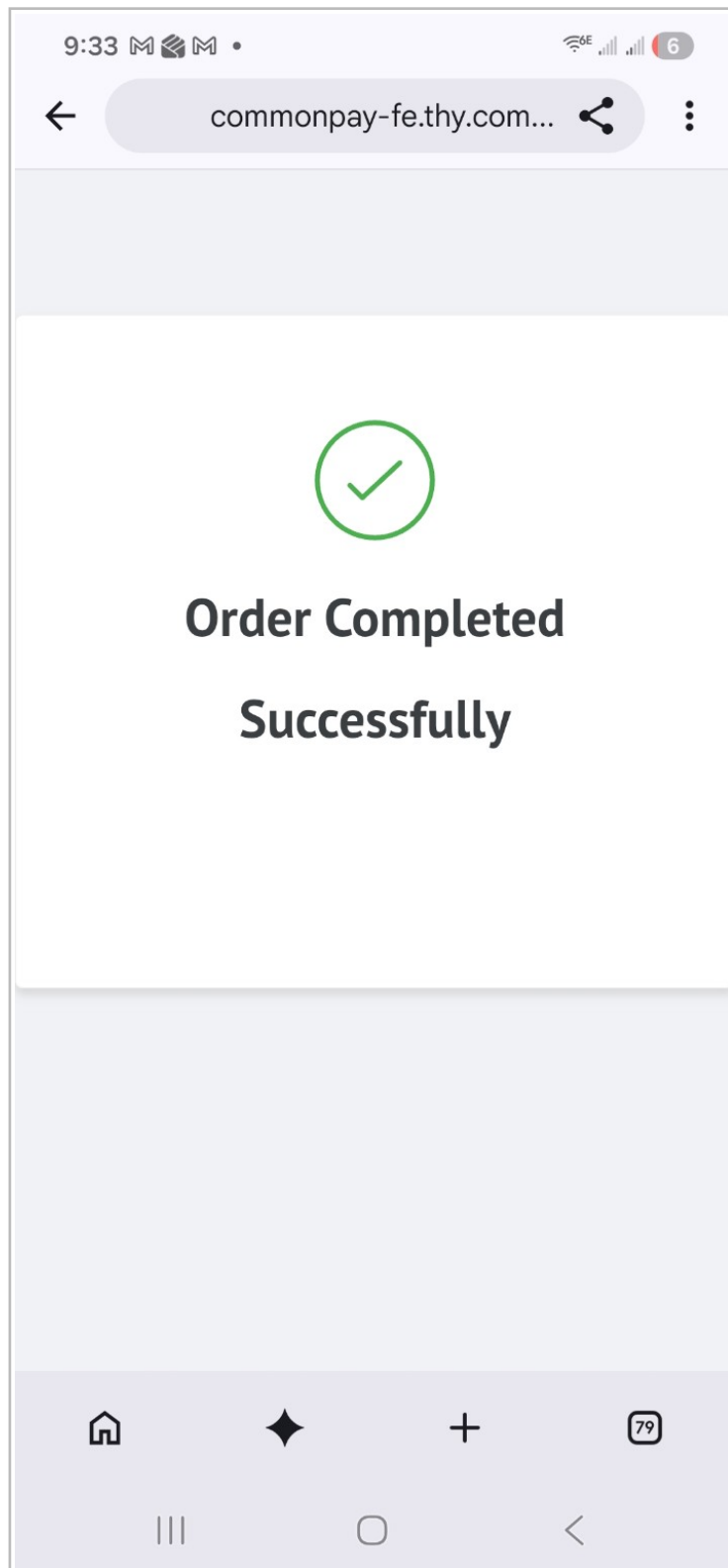


Exhibit 8 - Custom payment page confirmation

The custom Turkish Airlines payment page displays "Order Completed Successfully."

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Citi account view shows a pending Turkish Airlines charge for \$3,690.66 dated August 15, 2026.

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+ I want to...		...
+ Search & Filter		
Time Period		
Since Aug 13, 2026		▼
Pending Total 		\$3,690.66
+ TURKISH AIRLINES SIN...		\$3,690.66
Aug 15, 2026		
Pending		