



## What Did Our Partner, LATAM Airlines Group, Announce?

LATAM Airlines Group and its affiliates in Chile, Peru, Colombia, Ecuador and the United States filed to reorganize under Chapter 11 protection in the U.S. With the financial pressures of COVID-19 and the collapse in demand, the financial reorganization process provides LATAM with an opportunity to work with its creditors and other stakeholders to reduce debt and access new sources of financing.

**Importantly, LATAM will continue flying and maintaining existing partnerships – including their partnership with us – throughout its process.**

## What Does This Mean for Our Customers?

We will continue to partner with LATAM in the same way we did prior to its filing, which means that you – our valued customers – will not be impacted by LATAM's filing.

Whether you are flying now or will return to the skies later – you should know that LATAM will continue to honor current and future tickets, frequent flyer points (or miles), vouchers, and gift cards, just as they did prior to the reorganization. Similarly, customers can rest assured that their frequent flyer status will not change during this time. Additionally, customers will be able to purchase tickets through LATAM's current services and platforms, the same way they always have.

Further, all of the policies LATAM announced in response to the COVID-19 pandemic – including eliminating change and cancellation fees and offering travel vouchers for cancelled or rescheduled flights – will remain in place throughout its process.

To reiterate, LATAM's announcement will not impact our customers. We will continue to work with LATAM the same way we always have through its filing, and that means your experience when you fly with LATAM will not change. You should continue to expect the high level of service and warmth you have grown to expect.

## What is Chapter 11?

The U.S. Chapter 11 financial reorganization process provides LATAM with a clear and guided opportunity to work with its creditors and other stakeholders to reduce its debt, address commercial challenges that LATAM, like others in the airline industry, are facing as a group, and gain access to new sources of financing. It is very different from the concept of bankruptcy in other countries. It is **not** a liquidation proceeding, but rather a legal framework under which LATAM will reorganize its balance sheet so it is prepared to emerge as a more agile, resilient, and sustainable airline group for years to come. Many notable longstanding airlines with U.S. operations – including Delta, United Airlines, and American Airlines – have used the process and emerged successfully. That is exactly what LATAM intends to do.

## Did All of LATAM File for Chapter 11?

While most of LATAM's affiliates are included in the reorganization process, entities incorporated in Argentina, Brazil, and Paraguay are not, due to the nature of their debt structure and current financial status. **Regardless of whether they are included in LATAM's reorganization, all of the group's companies are permitted to continue to operate through this process.**

## Questions?

We know you may have questions about today's announcement. We would encourage you to visit LATAM's dedicated website, [www.LATAMreorganization.com](http://www.LATAMreorganization.com), for additional key information about what this announcement means for the group's partners and customers. LATAM has also established a hotline for inquiries specific to the reorganization, which can be accessed by calling (929) 955-3449 or (877) 606-3609 in the U.S. and Canada. Operators are available in Spanish, Portuguese, and English.