



Dear customer.

First, we hope that you and your families around the world are remaining safe and healthy amidst the ongoing global COVID-19 global pandemic. Furthermore, we want to thank you, our most loyal customers, for your support through these challenging times.

LATAM entered the COVID-19 pandemic as a healthy and profitable airline group, yet we are subject to exceptional circumstances that have led to a collapse in global demand and we are currently only operating approximately 5% of our passenger flights. As a result, we have had to take difficult but necessary measures to ensure our long-term sustainability in these extraordinary times. We want to personally share with you that, minutes ago, LATAM filed to reorganize under Chapter 11 protection in the United States.

Whether you are flying now or will return to the skies later, we would like to assure our frequent fliers that your program category, your miles (or points), and overall benefits while flying LATAM or one of partner airlines are intact. There will be no loss in value to any points and miles you have now, and our accrual and redemption program will continue uninterrupted.

Additionally, all tickets, vouchers, gift cards, or any form of credit will continue to be honored. We will also maintain existing agency partnerships, honor corporate loyalty programs, and sell tickets through our services platform, and you can engage with our customer service operators just as you did before this announcement.

We are fully committed to keeping you updated throughout this process. If you have any questions about today's announcement you can visit www.LATAMreorganization.com or call our dedicated hotline - (929) 955-3449 or (877) 606-3609 in the U.S. and Canada - if you have questions specific to our reorganization. Additionally, please visit [our dedicated coronavirus page](#) for more information about how we are adapting to COVID-19.

We remain committed to connecting Latin America and the world and providing you with service that is on-time, safe, and has all the warmth and quality you have grown to expect. During the COVID-19 crisis we never stopped flying, because we understand that, despite all the challenges we may face, our purpose is to serve our Latin America region and customers with currently scheduled, repatriation, or cargo flights, and that will continue uninterrupted.

Once again, we thank you for your loyalty and we look forward to seeing you onboard.

Sincerely,



Roberto Alvo

CEO LATAM Airlines

Further, together

Please do not respond to this e-mail. If you have any questions or suggestions visit us at www.latam.com