

# New Premium Economy Cabin on flights within Latin America.

Only with LATAM your customers can enjoy a premium experience on all their flights within the region.



Dear Agency,

The airline industry is full of challenges, and there are hundreds of passengers in the same plane flying for different reasons. Therefore, we are focused on always listening to our customers, as their opinions and needs are a priority to continue working on the continuous improvement of our products and services, making sure that the dreams reach their destination.

For this reason, today we are pleased to announce that we will launch a new superior cabin class, Premium Economy, on all our national and international flights within Latin America.

As of March 16, 2020, we will offer Premium Economy for short and medium-range aircraft (Airbus A320, A321, and A319 family) and Premium Business for long-range aircraft (Boeing 787, 777, 767, and Airbus A350), which makes us the only operator that provides a premium service in its entire network of 145 destinations in 26 countries and five continents.

Once implemented, we will offer a bi-cabin product on all flights operated by short and medium-range aircraft: Premium Economy and Economy. The Economy passengers will still be able to choose LATAM+ Seats, which provide more space and an exclusive compartment for hand luggage on most of the company's flights.

## Premium Economy

The Premium Economy cabin will be available on more than 240 airplanes that operate 1,280 flights every day, both in national and regional flights, so that you can offer your customers a greater amount of benefits:

### At the airport:

-  Check-in at the priority counter
-  It includes from one to three pieces of luggage weighing up to 23 kilos
-  Priority boarding (Group 2)
-  Priority baggage at landing
-  For selected international flights, they can access the LATAM VIP Lounge at the airports where it is available (Santiago, São Paulo / GRU, Bogotá, Miami and Buenos Aires / EZE)

### During the flight:

-  Seat in the first three rows of the airplane
-  Empty middle seat for more space and privacy
-  Exclusive compartment for hand luggage
-  New premium menu on board (including snacks, drinks, and other complementary options, depending on the duration of the flight)

As of today\*, it will be possible to make reservations for all flights operated by short and medium-range aircraft to fly from March 16, 2020.

We remind you that the service is operating as of today on the following routes:

#### From Santiago to:

-  São Paulo (GRU)
-  Lima (LIM)
-  Buenos Aires (EZE)

#### From Lima to:

-  São Paulo (GRU)
-  Santiago (SCL)

#### From São Paulo to:

-  Lima (LIM)
-  Buenos Aires (EZE)
-  Santiago (SCL)

All these changes are the result of active listening to our customers' and passengers' requirements. It will continue to be that way because listening to them and attending them is the purpose of our entire team, which is always working hard to make their experience with us better and better.

Find out more information at [latamtrade.com](http://latamtrade.com)

Sincerely,



**Andreas Schek**  
Sales VP LATAM

January 16, 2020

\* The implementation in the systems to sell the new cabin on domestic flights will begin today, and it will end on January 16.