



Dear agency partners,

The impact of COVID-19 has been of unprecedented magnitude for the airline industry. The restrictions imposed by different governments and the drop in demand have affected the operation of the LATAM group at a level never seen before, which has led us to make strategic decisions to reduce costs and voluntarily file for Chapter 11 in the United States to give continuity to the company in the long term.

In this context, we have adjusted our distribution strategy in line with international trends. More and more airlines offer agencies various alternatives to access their inventory and be able to offer better prices to end customers. Along these lines, we will implement the following actions:

- 1)** Today, LATAM gave notice to the New York Court of its intention to nullify the active agreements signed with Amadeus GDS as of March 1, 2021, a request that is made in the context of the voluntary Chapter 11 process. This request, which is subject to the approval of the Court, will allow us to continue deepening our commitment to offer more attractive rates for the end customer. All other distribution systems offered by LATAM, including Sabre GDS and Travelport alternatives will remain available.

All reservations and tickets will remain active in LATAM systems. During the next few weeks we will inform you about the procedures for exchanges and returns as of March 1, in order to avoid impact on our customers. We request that you contact your account executive in case of any additional questions.

- 2)** Launch of an API and GUI based on NDC during 2021 that will allow LATAM inventory to be commercialized and will seek to add more and more functionalities and additional content to agencies, thanks to greater technology.

For LATAM, travel agencies are part of its long-term distribution strategy and we are convinced that collaborative work with you will allow us to face and overcome the current global COVID-19 crisis and continue to provide good service to our passengers.

We appreciate your understanding.

Sincerely,



Andreas Schek,
Vice President of Sales

Q&A

1. Since when will we not have access to inventory from Amadeus GDS?

LATAM inventory will no longer be available in Amadeus GDS as of March 1st 2021, subject to the decision of the New York court.

2. What will happen after February 28 with tickets already issued (individual or group) in Amadeus?

The tickets will continue to be registered in the LATAM inventory system and can be used without any problem.

3. If I need to make an exchange, remission or return of a ticket issued (individual or group) in Amadeus, what can I do? Will there be any cost to carry out this process?

Any modification to the ticket / reservation from March 1st must be made by LATAM, these cannot be made from another system. You will not have any associated service charges for the agency.

4. What happens if I make changes to the PNR with a ticket issued after March 1st in Amadeus?

The LATAM PNR would not see this change reflected, so servicing should be requested to make the change to the LATAM PNR so that it is reflected.

5. What about Amadeus PNR and LATAM PNR? And the ticket number? Does it stay the same after 03/01?

The Amadeus record locator is still alive but disconnected from the LATAM PNR, the LATAM PNR is still valid in our inventory and can be used to make changes to the reservation. The tkt is still valid to be able to fly with the same number, in case of making associated changes, LATAM must do so.

6. Can SSR be requested in reservations after March 1st 2021?

Yes, only through LATAM, not directly from the GDS

7. What should I do with the private rates that I have loaded into Amadeus, how can I access them?

Contact your LATAM sales executive to ensure those rates are charged in another distribution system.

8. What if I am a corporate customer and I have an agreement with Amadeus?

Notify your sales executive and contact your travel agency to evaluate the use of another system.

9. What alternatives do agencies have that do not have another GDS and want to continue selling with LATAM?

Agencies will be able to connect to eLATAM in the countries that are available, connect to another GDS or check with their sales executive to find out what options they have.