

March 24, 2020



DEAR PARTNERS,

STARTING MARCH 25TH, WE WILL TEMPORARILY SUSPEND OUR DOMESTIC OPERATIONS IN COLOMBIA

Considering the mandatory preventive isolation for the entire population established by the Government of Colombia, Avianca will suspend, starting March 25th at 00:00 hours and until April 12th, all flights in the country, in addition to the suspension of the international operation in force, which began on March 23rd at 00:00 hours. Therefore, Avianca will fully stop its passenger operations and will only maintain its cargo and Deprisa operations.

Although a minimal domestic operation was initially planned, as of Wednesday, 100% of the aircraft will be grounded. The call center and digital customer service channels will continue operating to manage passengers' requests and protect those affected by this new measure.

Avianca expects to gradually resume operations of domestic flights on April 13th and international flights as of May 1st. However, these dates will depend entirely on the evolution of Covid-19 and the measures that all governments take regarding this exceptional situation.

On the other side, through Avianca Cargo, the company will continue operating international cargo flights and Deprisa will also continue with ground courier operations and other necessary services to meet the essential supply needs such as transportation of medicines, biological samples and organs. During this crisis, already one thousand tons of cargo have crossed borders on 26 daily flights.

We appreciate your support and understanding in this situation; we are sure we will continue strengthening our commercial relationship once we resume all of our flights.

For the time being, our wings close with the absolute hope that we will open them again to fly for 100 years more.