

March 25, 2020

Exclusive Information for Travel Agencies Not approved for distribution to the final customer and/or publication in mass media.

## UPDATE SUSPENSION OF REFUND REQUESTS THROUGH GDSS

Dear Travel Agencies:

Faced by the difficult situation of our domestic and international operation that has been temporarily suspended, we have decided to suspend refund requests through GDSs. As of today, all refunds must be processed and requested **only through Avianca.com**

In addition, we remind you that we have offered our passengers various alternatives to change their flight: Change waiver, Open ticket (Voucher) and Purchase at Ease, and we are constantly working to take new measures so our passengers can find options to postpone their flight.

**We appreciate your support and understanding in this situation, we are sure we will continue strengthening our commercial relationship with our next flights.**