



April 20, 2020

Dear Travel Partner:

We hope that you and your teams are keeping healthy and safe as we continue to navigate through these uncertain times.

Further to the communication sent this past April 10th, please be advised that LATAM is providing Open Ticket Confirmation to travelers and agency partners that need written confirmation of a customer's flexibility to change their tickets for future travel. All valid Open Ticket Confirmations issued by LATAM have a validity of one year, from the original flight date. Please contact our Sales Support Team to process these requests and obtain an Open Ticket Confirmation, if deemed necessary.

With respect to refunds requests, as of Monday April 20, 2020, our Sales Support Team will begin sending an authorization code via email along with instructions on processing all valid refunds.

Please note that agencies that have blocked space (group series) or agencies that manage Global Corporate Travel, will be contacted by our Sales Team to coordinate requests and the applicable procedures for the said refunds.

We appreciate your cooperation as we adjust to the evolving needs of our agent partners and travelers. We would like to thank you for your continued support and patience as we work to procure a process that provides certainty to our mutual clients.

Thank you,

A handwritten signature in black ink, appearing to read "Paola Penarete".

Paola Penarete

Vice President North America, Mexico, Caribbean and Asia
LATAM Airlines Group