

Warsaw April 20th,2020

Dear Trade Partner,

Another week brings new updates and new opportunities.

LOT HQ implements next actions that empowers you with more flexible tools to change reservations and serve passenger expectations. We aim to ensure safety of the future travel plans of LOT passengers - your business partners.

Taking into account these facts we have modified our ticket change policy subsequently. The new policy – **version 4.4** dated 19APR (of the original procedure issued on 24MAR) reflects even more flexible approach. We would like to point out few information from the new procedure:

- EMD vouchers can be used by another passenger – different name than the original ticket: please obey the ticketing instructions;
- Travel Agents can now discount tickets by 200PLN – all tickets must be reported according to the ticketing instruction.
- WAIVER2020 procedure for individual pax allow for rerouting (only if the fare rules allows).

With the positive attitude towards future we would also like to inform that our published offer is more flexible than ever before - please be informed that all penalties conditions for non-changeable fares have been changed to FOC or CHARGEABLE (effective 10APR20):

- all SAVER nonchangeable fares to/from EUROPE & MIDDLE EAST (BEY&TLV) and DOMESTIC allow CHANGES
- all NO-BAG fares to/from USA & CANADA allow CHANGES
- the rest of our regular offers allow changes (FOC or CHARGEABLE)

Please find attached a detailed procedure and a quick overview of the options.

I appreciate all your hard work, patience and great passengers service.

I also remain confident in my belief that after a proper engines' restart we will continue assisting our passengers in planning their dream travels. We will be ready.

Stay safe,



Anna Staszewska, Director of Sales, Global