

Dear Travel Partner,

EL AL CEO Gonen Usishkin said this evening: "EL AL has huge responsibility in maintaining air routes to and from Israel during emergencies and will therefore continue to operate flights to the United States, Canada, Europe and Africa, according to demand and need."

EL AL will perform immediate commercial adjustments as a result of Israeli government directives dealing with the Corona virus and the sweeping recommendation for Israeli citizens to consider travel abroad in general.

EL AL will continue to operate its flights in order to keep the air links open to and from Israel as much as possible for both passengers and freight.

The company is forced to postpone the launch of the Chicago route to 6/28/2020, the Tokyo route to 8/29/2020 and the Dusseldorf route to 7/3/2020.

After evaluating the situation, it was decided to make changes and commercial adjustments to the flight schedule, taking into account a number of key considerations: preserving Israel's air connections, health and safety of passengers and crew, providing solutions to our customers by facilitating its commercial policy and finding alternative flights for passengers who still want to fly.

Commercial Policy:

- The airline allows customers holding tickets that start their journey up to 3/31/2020 to postpone or freeze their tickets for departures until 2/28/2021 for free of charge, change or handling fees (subject to changes in airline ticket prices).
- Considering recent events, the company will allow its Matmid frequent fliers to maintain their premium status in the Matmid frequent flyer club. Members whose status expires by the end of August will be allowed to retain their status for another six months. The company will provide further frequent flyer updates in the near future.