



Mexico City, July 2019.

Dear Business Partner,

The purpose of this letter is to inform you that due to circumstances beyond our company's control, Grupo Aeromexico has decided to temporarily suspend operations on the Shanghai-Mexico City route as of December 15 this year.

At Aeromexico, we are proud to have served the Chinese market for more than 11 years by connecting China with Mexico and despite this announcement, we will continue to offer air connectivity to Asia with our flights to Seoul and Tokyo.

Customers who have purchased tickets for this route after December 15, will be protected by Aeromexico in accordance with applicable policies and regulations.

I appreciate your understanding and ask that you please feel free to contact me with any questions you might have in this regard.

Sincerely yours,

Giancarlo Mulinelli
Senior Vice President, Global Sales