

Important announcement regarding operations in Argentina

Dear Travel Partner,

First of all, we hope that you and your family are well. During the last months, we have informed you about the different measures the Group and its subsidiaries have taken as a to face the repercussions of COVID-19.

In this situation, LATAM Airlines Argentina will cease flights to and from 12 domestic destinations, while its four international routes to the United States, Brazil, Chile, and Peru will continue to be served by the other affiliates of the group, as soon as the travel and border restrictions are lifted.

The impact of the COVID-19 pandemic on LATAM Airlines Argentina, as well as the difficulty to reach structural agreements necessary to face the situation, have produced an extremely complex scenario, in which the current conditions do not permit the long term sustainability of this project.

Our LATAM Pass frequent flyer program will continue, despite this operational change. The validity and value of the miles remain intact as well as the option of ticket redemption on flights carried out by other LATAM affiliates and partner airlines. Regarding mile redemption not related to tickets, we will keep the current options, and new alternatives to redeem will be added. Likewise, the

Elite categories and their benefits will remain intact, respecting our members' conditions.

If your clients have a ticket purchased or redeemed for destinations in Argentina, please note that cancellations and respective notifications will be uploaded to the system as of June 22nd, 2020. From that date on, they will be able to consult their options according to the following commercial policies:

DOMESTIC ROUTES

- You must enter the refund via BSP.*

INTERNATIONAL ROUTES

- You should contact your support executive in case of requesting a refund.*
- You can alter the date of your flight at no cost or fare difference. It is subject to the availability of the cabin and the expiration date of the ticket, which corresponds to one year from the starting date of the trip.*
- You can also request a travel voucher to use until December 31st, 2021, on any LATAM route.*

Remember that, if your client purchased from a travel agency, they must contact them directly to manage any alteration or refund.

We remain committed to connecting Argentina with Latin America and the world. As soon as the corresponding authorities re-establish operations in

different countries, we are prepared to fly together guaranteeing the highest safety and hygiene standards, as well as the flexibility so that your customers can buy tickets with peace of mind.

Yours sincerely,

Andreas Schek

Vice-President of Sales