

Due to Coronavirus (COVID-19) travel restrictions and lower demand:

LATAM to reduce its operations by 70% and offer flexibility to reschedule travel date at no cost

- *70% corresponds to a 90% reduction in international flights and 40% in domestic operations*
- *All customers with affected international and national flights from today can reschedule their journeys until December 31, 2020, at no additional cost*

Santiago, Chile – March 16, 2020. Following new border closures of various countries and the subsequent drop in demand, LATAM Airlines Group S.A. and its subsidiaries will reduce their capacity by 70%, equivalent to a 90% decrease in international operations and 40% in national flights.

“We made this difficult decision following border closures that have made operating to a large part of our network impossible. If these unprecedented travel restrictions are extended over the next few days, we cannot rule out further reductions to our operation,” said **Roberto Alvo, Chief Commercial Officer and CEO-elect of LATAM Airlines Group.**

All passengers with affected national or international flights from today (March 16, 2020), will be able to reschedule their flights until December 31, 2020, at no additional cost.

LATAM’s customer service channels are currently receiving high numbers of enquiries, impeding the ability to attend customers. To be able to focus on passengers with the most pressing requirements, LATAM requests that customers do not call more than 72 hours prior to their flight.

“We are working to ensure the group’s long-term sustainability and protect the jobs of LATAM’s 43,000 employees. However, the scale and unpredictability of this crisis makes it difficult to anticipate results. This is why we are going to require the support of governments to overcome the greatest crisis in history for the tourism and civil aviation sectors,” added **Alvo.**

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About LATAM Airlines Group S.A

LATAM Airlines Group is Latin America’s leading airline group with one of the largest route networks in the world, offering services to 145 destinations in 26 countries, including six domestic markets in Latin America – Argentina, Brazil, Chile, Colombia, Ecuador and Peru – in addition to international operations in Latin America, Europe, the United States, the Caribbean, Oceania, Africa and Asia.

The airline group employs over 42,000 people worldwide, operating approximately 1,400 flights per day and transporting over 74 million passengers per year.

LATAM Airlines Group has 332 aircraft in its fleet, which features the latest and most modern models including the Boeing 787, Airbus A350, A321 and A320neo.

LATAM Airlines Group is the only airline group in the Americas and one of three worldwide to be part of the Dow Jones Sustainability ‘World’ Index. In 2019, it was recognized by the index for sustainable practices, based on economic, social and environmental criteria, for the sixth consecutive year.



LATAM Airlines Group shares are traded on the Santiago Stock Exchange and the New York Stock Exchange in the form of ADRs.

For any commercial or brand related query, visit www.latam.com. Further financial information is available via www.latamairlinesgroup.net