

Ordinary Shareholders' Meeting



Roberto Alvo - CEO

24 de marzo, 2025



2024 performance underscores LATAM's enduring financial strength



Capacity Growth

+15.1%

Revenues

US\$13.0bn

Passenger CASK ex fuel

US\$4.2 cents

Adj. Operating Margin

12.7%

Adj. EBITDAR

US\$3.1bn

Net Income

US\$977mn

Liquidity¹

27.1%

Adj. Net Leverage

1.7x



New York Stock Exchange relisting.



Refinancing of the non fleet debt, with annual cost savings from lower interest payments of approx. US\$120 million.



Improvement in rating classification from S&P, Moody's and Fitch.

[1] Liquidity is defined as cash and cash equivalents, plus committed and undrawn revolving credit facilities. It does not include other sources of liquidity, such as credit cards and accounts receivable.

LATAM group's exceptional operational performance is driven by its unique global passenger network



82 million passengers transported in 2024



151

Destinations (+12 cargo only)

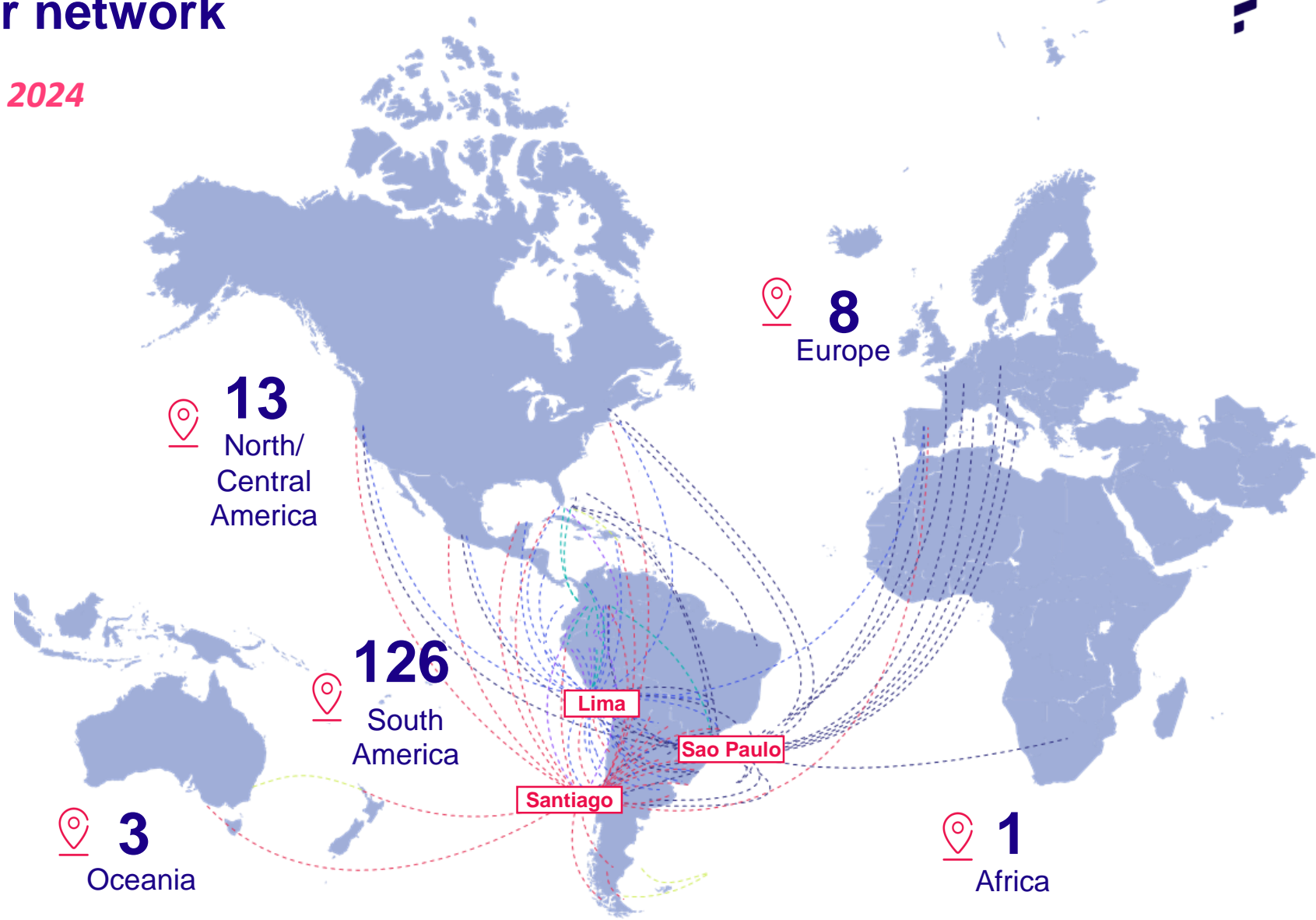
27

Countries (+4 cargo only)

Commercial passenger agreements with 57 airlines:

Interline agreements with **55** airlines

Codeshare agreements with **30** airlines



Leading passenger airline group connecting South America and beyond

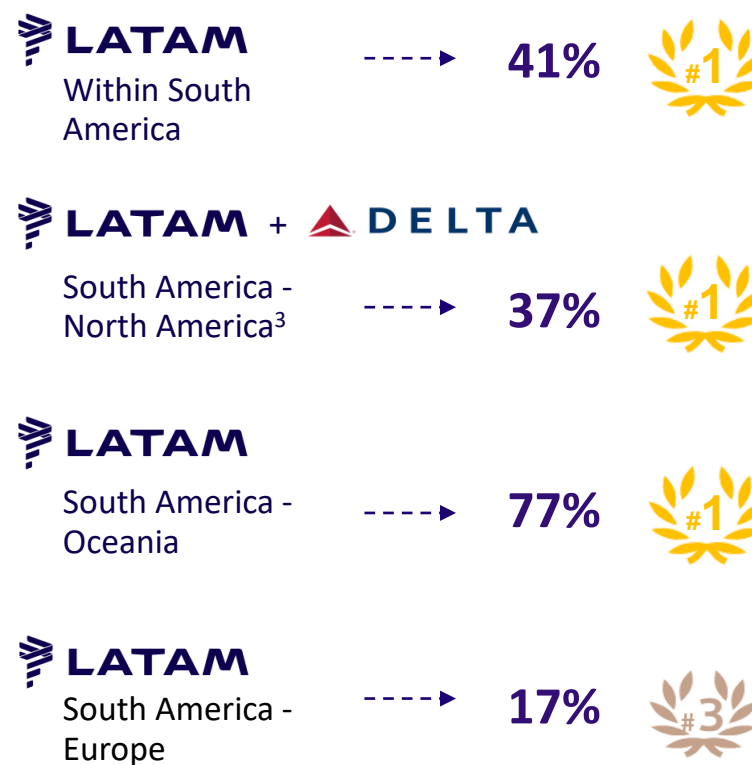


Today, almost one in every two passengers in South America flies with LATAM group

Domestic Affiliates' Market Shares¹ (FY 2024)



International Capacity Shares² (FY 2024)



LATAM group continued investing in its loyalty program and cargo business as key elements of the business



Growing base of Premium Travelers

- **49mm+** members (+9% vs 2023)
- **#1** loyalty program in South America¹
- **#7** loyalty program in the world¹



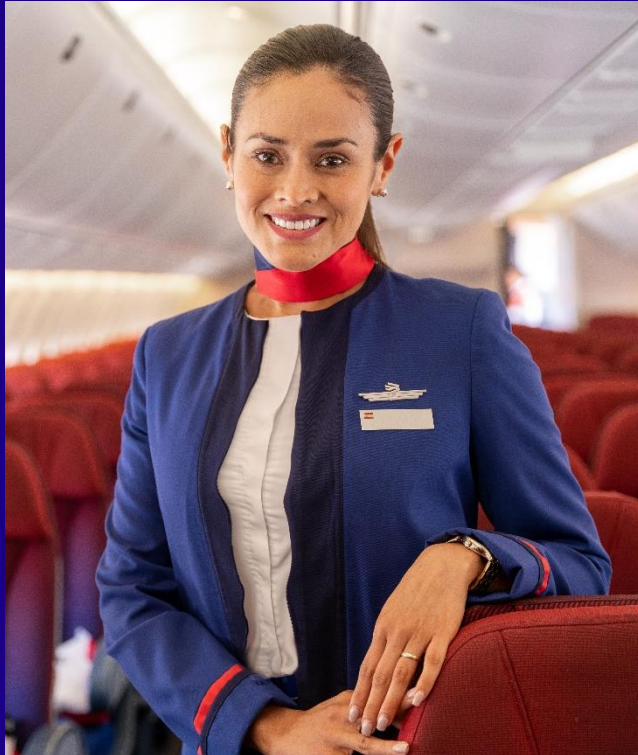
Most comprehensive cargo network in the region

- **Largest** air cargo carrier group in South America
- **21** dedicated cargo wide-body aircraft (plus belly in all passenger aircraft) and **163** destinations (12 cargo only)
- **12%** of total revenue comes from cargo operations

LATAM group's positive 2024 results stem from its commitment with people, customers and the environments



People



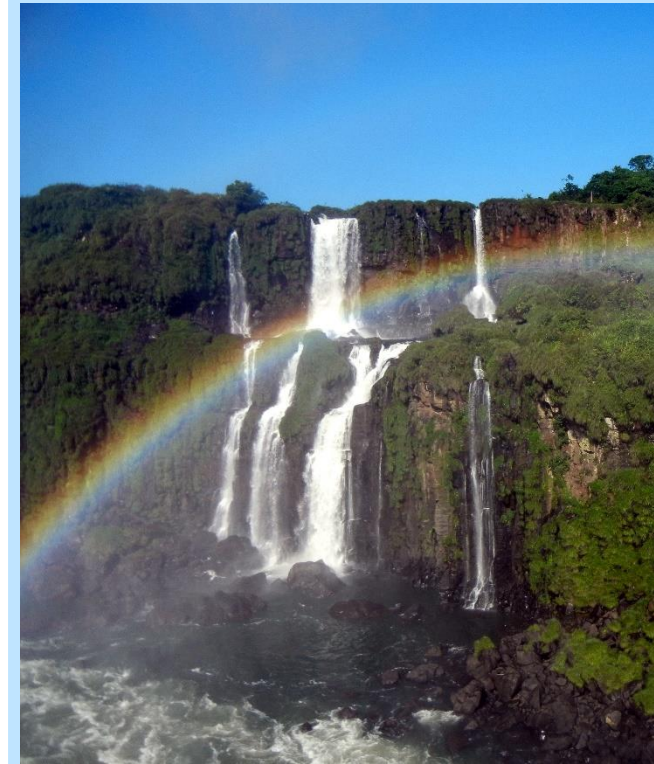
Record OHI 2024 :
79 p.p (+1 p.p vs 2023)

Customers



Record NPS (Net Promoter Score):
Passengers: **51 p.p.**
Premium Travelers: **56 p.p.**

Environments



#1 most sustainable airline group in the Americas and fifth in the world S&P Corporate Sustainability Assessment (CSA).

LATAM group is committed to people and to fostering an organizational culture that resonates with them

Focus on being a diverse and inclusive organization

+12% of women in leadership positions vs 2023*

+10.8% of employees with disabilities vs 2023

Genuinely caring about people

94.1% of the workforce received training in key areas

Maintenance of the **teleworking** benefit and expansion of **agreements**

Improvements to the **Staff Travel program**

In 2024, LATAM group achieved a record result in the Organizational Health Index (OHI)

79 points (vs 78 points in 2023)

First quartile of the **+1,000** companies worldwide

Strengthening the culture



* Includes leadership, management and senior management positions.



Continually improving customer satisfaction through best-in-class products and services



Highly awarded during 2024:

- **Fourth most punctual global airline group in the world**, by Cirium.
- **5x Best Airline in South America**, by Skytrax.
- **3x Five Star Global Airline**, by APEX.
- **10x South America's leading airline**, by World Travel Awards.

Lowest rate of customer complaints:

- LATAM group has lowest rate of customer complaints in Chile, Brazil, and Peru.

Implementation of Wi-Fi in narrow-body fleet:

- **100%** of the narrow-body fleet operated by LATAM Airlines Brazil and **75%** of the narrow-body fleet operated by the affiliates based in Spanish-Speaking Countries.

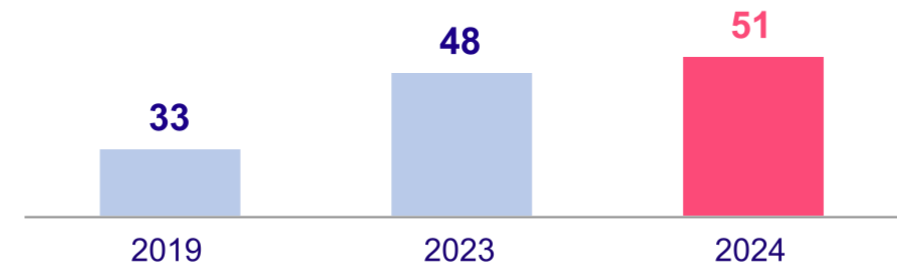
Modernization of fleet through retrofit:

- **100%** of LATAM group's narrow-body fleet and **54%** of its wide-body fleet feature retrofitted interior.

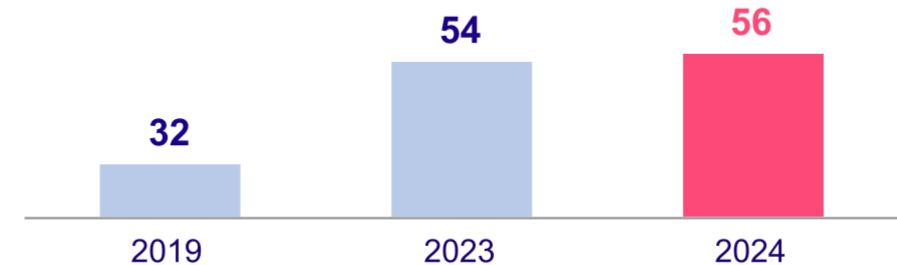


Customer satisfaction (NPS):

Passenger operations (points)



Premium travelers (points)³



(1) Source: JAC for Chile and INDECOPI for Peru as of December 2024, ANAC for Brazil as of March 2024. (2): Percentage of implementation of the fleet included in the project. Does not consider new fleet incorporated already including the new configurations. (3): Premium travelers includes: LATAM Pass Elite program members (Gold, Gold plus, Platinum, Black and Black signature) + Passengers in premium and business cabins.

Working every day to become more sustainable and a meaningful contributor to society



S&P Global

Most sustainable airline group in the Americas and fifth in the world

Also included into the Dow Jones Sustainability Index after five years.



Arranged the first sustainability-linked loan for an airline in South America

For a total of US\$300 million, with pricing adjustments based on its performance against carbon emission intensity.



Published the results from the joint study with the MIT and Airbus on SAF in the region

With the objective of having science-based results that can support technical assessments.

LATAM group's progress



280 tons of waste recycled on domestic flights in 2024.



57% of waste diverted from landfill in the year.



More than **5,000 passengers** and **745 tons** of cargo have been transported by our Solidarity Plane in 2024.

Thank you to all the clients who choose the LATAM group, to the more than 38,000 dedicated collaborators, and to the shareholders of LATAM Airlines Group for their continued trust.



With the support of all of you, LATAM group will continue to rise to new heights.

 Elevate Every Single Journey

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