

# #WillKeepOnFlying



**Avianca has voluntarily filed for Chapter 11 in the United States of America – Avianca will continue to fly and our priority continues to be our customers.**

## What is a Chapter 11 process?

CHAPTER 11	THIS TEMPORARY PROCESS
is a well-established legal process in the United States of America that is recognized by other countries around the world.	according to United States law, allows a company to reorganize its operations and/or financials under the supervision of the United States court system, while continuing its operations.

## Here's what this means for our customers

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**Avianca is not going out of business.** We will continue to operate through this process, and Avianca will return to the skies and continue to fly once COVID-19 travel restrictions are gradually lifted.
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**Your safety and well-being remains a top priority for us today and moving forward.** You can be confident that you can continue to depend on Avianca for safe, reliable air travel and high-quality service.
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**You can expect to continue to arrange travel and fly with Avianca in the same way you always have.** We plan to honor all customer programs throughout this process.
  - You will be able to use tickets, vouchers, travel coupons and gift cards purchased before we initiated this process.
  - Additional frequent flyer benefits remain active, including access to VIP Lounges, priority check-in, upgrades and other benefits.
  - We expect to continue to issue ticket refunds and honor travel coupons and payments or credits associated with baggage or service claims in adherence with our normal policies.
  - Given the impact COVID-19 has had on travel plans, we will continue with our Flexibility Policy. Subject to government policies, we expect to continue to allow changes, free of penalty and fare difference charges for tickets purchased and/or flying until October 31, 2020.

## For our LifeMiles™ members

**LifeMiles™ is NOT part of Avianca's Chapter 11 process**



Passengers can continue to redeem miles accrued through LifeMiles™ to purchase tickets with Avianca. Tickets purchased through redemption of miles will continue to be exempt from penalty fees until October 2020.



Passengers can also continue to accrue and redeem miles from the LifeMiles™ program for your future travel plans, including with Star Alliance partners and other airline partners, at participating hotels, rental car agencies and other partners.



We have extended the status of our Elite LifeMiles™ members through January 31, 2022.

Additional resources can also be accessed by visiting the Reorganization website at [aviancawillkeeponflying.com](http://aviancawillkeeponflying.com)

## Our Mission Continues

Our purpose to connect people, families and businesses remains intact

**Avianca has been flying the skies for 100 years, and we are positioning the company to continue to fly the skies for many more years.**



Serving more than 76 destinations in 27 countries



Transported 30M passengers and 600K metric tons of cargo in 2019



Making progress on "Avianca 2021" plan