



Avianca Customer FAQ

1. What was announced?

- Avianca Holdings S.A. and certain of its subsidiaries and affiliates filed voluntary reorganization proceedings under Chapter 11 of the United States Bankruptcy Code to preserve and reorganize Avianca's businesses.
- We did so to protect our business as we continue to navigate the effects of the COVID-19 pandemic as well as comprehensively address our debt and other commitments.
- Similar to the support many other airlines around the world have sought from the countries where they provide essential services, Avianca also continues to be engaged in discussions with the government of Colombia, as well as those of its other key markets, regarding financing structures that would provide additional liquidity through the Chapter 11 process and play a vital role in ensuring that the Company emerges from its court-supervised reorganization as a highly competitive and successful carrier in the Americas.
- We are confident that through this process, we can continue to execute our "Avianca 2021" plan, optimize our capital structure and fleet of aircrafts and – with government support -- emerge as a better, more efficient airline that operates for many more years.

2. Why did Avianca file for Chapter 11 protection? Did the Company enter this process because of COVID-19?

- We are all seeing firsthand the unprecedented challenges and distressing effects that the pandemic is creating for the global airline sector and the broader travel industry. The filing was necessitated by the unforeseeable impact of the COVID-19 pandemic, which has resulted in a 90% decline in global passenger traffic and is expected to reduce industry revenues worldwide by \$314 billion, according to the International Air Transport Association.
- Avianca's scheduled passenger operations have been grounded since mid-March, reducing Avianca's consolidated revenue by over 80% and placing significant pressure on its cash reserves.
- We believe that a reorganization under Chapter 11 is the best path forward.
- The Chapter 11 process is a well-established legal process in the United States of America that is recognized by other countries around the world. The process is a temporary one that, according to U.S. law, allows companies to reorganize their operations and complete financial restructurings under the supervision of the United States court system.

3. What do you hope to accomplish through this process?

- Through the Chapter 11 reorganization process, Avianca intends to:
 - Protect and preserve operations so Avianca can continue to operate and serve customers with safe and reliable air travel, under the strictest biosafety protocols, as COVID-19 travel restrictions are gradually lifted;
 - Ensure connectivity and drive investment and tourism by continuing as Colombia's flagship airline, serving over 50% of the domestic market in Colombia and providing essential non-stop service across South America, North America and European markets as well as continuing cargo operations, playing a key role in the economic recovery of Colombia and the Company's other core markets following the COVID-19 pandemic;
 - Preserve jobs in Colombia and other markets where the Company operates, with Avianca directly responsible for more than 21,000 jobs throughout Latin America, including more than 14,000 in Colombia, and working with more than 3,000 vendors; and
 - Restructure the Company's balance sheet and obligations to enable Avianca to navigate the effects of the COVID-19 pandemic as well as comprehensively address liabilities, leases, aircraft orders and other commitments.

4. What is Chapter 11? What does it mean to file for "protection" under Chapter 11?

- The Chapter 11 process is a well-established legal process in the United States of America that is recognized by other countries around the world.
- The process is a temporary one that, according to U.S. law, allows companies to reorganize their operations and complete financial restructurings under the supervision of the United States court system.
- A Chapter 11 filing generally halts all collection and enforcement efforts with respect to claims against the Company that arose prior to the filing.
- Most importantly, this process is not a liquidation and Avianca will continue to operate.
- Many airlines have used the Chapter 11 process over the years to strengthen their operations, including Avianca. In 2003, we used the process to expand in Latin America.
- Further, almost every airline in the world is undertaking some form of financial restructuring right now, many with the direct support of their governments.
- Please see the infographic on our reorganization website at aviancawillkeeponflying.com for more details.

5. What happens during the Chapter 11 process?

- There are four general phases of the Chapter 11 process.
- First, a company files voluntary petitions to reorganize under Chapter 11 of the U.S. Bankruptcy Code, as Avianca has done.
- In the next phase of the process, the company formulates a Plan of Reorganization and negotiates its terms with its creditors and other stakeholders, including, among other things, the details about how prepetition claims and equity interests will be treated. During this period, the company also finalizes its long-range strategic business plan.
- The company then files a Disclosure Statement describing what it proposes to do and, once the Disclosure Statement is approved by the Court, the Company sends out the Plan for a vote by all of those creditors and shareholders that are entitled to vote to accept or reject it.
- Lastly, if certain conditions are met and the appropriate stakeholders have voted to accept it, then the Plan will be confirmed by the Court.
- Once the Plan is confirmed, it generally becomes effective within a short time. At that point, the company emerges from Chapter 11 as a reorganized entity and the process concludes.

6. When do you expect to emerge from Chapter 11?

- We intend to move through this process as efficiently as possible, but for companies of Avianca's size and scale, it is not unusual for the process to take approximately 12 to 18 months.

7. How will the Chapter 11 process impact customers?

- We will continue serving customers with safe, reliable air travel and high-quality service as COVID-19 travel restrictions are gradually lifted.
- We are preparing for our industry's gradual return to the skies, and while domestic and international travel is expected to be different in the future, we remain committed to our purpose to connect people, families and businesses.
- Our customers can be confident that they can continue to depend on Avianca for their air travel needs and be safe with us when they decide to fly.
- We will honor all customer programs throughout this process.
- Our customers will also be able to continue accruing and using miles from Avianca's LifeMiles™ loyalty program. The LifeMiles™ program is administered by a separate company that is not part of Avianca's Chapter 11 filing.

8. Will Avianca continue to operate during Chapter 11?

- Yes. We will continue serving customers with safe, reliable air travel and high-quality service as COVID-19 travel restrictions are gradually lifted.

9. Is Avianca taking any extra precautions to ensure the safety of its customers when flights resume?

- The safety and well-being of our employees and customers remains a top priority for us today and moving forward.
- Avianca has implemented a number of measures to ensure the safety and well-being of our employees and customers. Additional information on the steps Avianca has taken can be found [here](#).

10. Will Avianca continue flights to Peru? How will routes change?

- Once COVID-19 travel restrictions are gradually lifted, we intend to resume some flights to and from Peru. We expect those flights to continue following the wind-down process.

11. I already purchased a ticket for a flight to Peru at a future date – what will happen to my trip?

- Some of the flights to Peru will continue to be operated by Avianca Holdings through BOG or SAL, and therefore customers flying on these flights can continue enjoying travelling with us.
- For those customers for whom we regrettably cancelled their flights, we are offering the following options:
 - i. Rescheduling your current flight to or from Peru through any of the flying route options offered by Avianca Holdings and/or our selected partners.
 - ii. Using our Flexible Voucher option (with the same value of your original ticket) to rebook travel on another Avianca flight on any date before June 30, 2021.
 - iii. If your flight is cancelled and there are no Avianca options to address your travel needs, you may request, if permitted by the type, terms, and conditions of your ticket, a refund at [avianca.com](https://www.avianca.com) or by contacting our customer call center, and we may, in our discretion, elect to issue the requested refund.

12. Will you continue to be a member of the Star Alliance?

- Yes. Avianca will continue to be a member of the Star Alliance.

13. When will Avianca resume a normal flight schedule?

- I encourage you to visit our website for additional business updates and details around our ongoing efforts to navigate the COVID-19 health crisis.

14. How will the LifeMiles™ program be affected? What will happen to my LifeMiles™ account?

- The LifeMiles™ program is administered by a separate company and is NOT part of Avianca's Chapter 11 filing.
- Avianca customers will continue to accrue miles when they fly with Avianca, and can continue to redeem miles earned through LifeMiles™ to purchase tickets with Avianca during this process. Tickets purchased through redemption of LifeMiles™ miles will continue to be exempt from penalty fees until October 2020.
- We have extended the status of Elite LifeMiles™ members through January 31, 2022. In addition, we have reduced the requirements to qualify for the status in 2020.
- You 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.

15. What does this mean for my Elite status?

- We have extended the status of Elite LifeMiles™ members through January 31, 2022. In addition, we have reduced the requirements to qualify for the status in 2020.
- Avianca customers will continue to accrue miles when they fly with Avianca, and can continue to redeem miles earned through LifeMiles™ to purchase tickets with Avianca during this process. Tickets purchased through redemption of LifeMiles™ miles will continue to be exempt from penalty fees until October 2020.
- You 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.

16. Will the Chapter 11 filing impact any credits or vouchers I hold for future flights?

- No. Customers will be able to use tickets purchased before we initiated this process. Vouchers received before we initiated this process can be used until June 2021.

17. Can I still use my Avianca gift card?

- Yes. Customers will be able to use gift cards purchased before we initiated this process.

18. Will there be any change to the amenities provided by Avianca?

- There will be no changes to the amenities provided by Avianca as a result of this process.
- Once COVID-19 travel restrictions are gradually lifted, Avianca will return to the skies and continue to fly.
- You can be confident that you can continue to depend on Avianca for safe, reliable air travel and high-quality service.
- Avianca continually evaluates options to improve the customer travel experience.

19. I have already booked tickets for a future trip. Will my reservation be honored?

- Yes. You will be able to use tickets purchased before we initiated this process.
- 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 flights until 31st October 2020.
- All customers who have booked travel or will purchase flights during this period can be confident that can rely on Avianca for their travels.

20. Who can I contact if I have additional questions?

- I encourage you to visit our website for additional business updates and details around our ongoing efforts to navigate the COVID-19 health crisis.
- Additional resources can also be accessed by visiting the reorganization page of Avianca's website at aviancawillkeeponflying.com.