

Information of interest - LATAM announces measures to protect passengers amid possible pilots' union strike in Chile

Santiago, November 11, 2025 - LATAM Airlines Group reports that it has taken measures to reduce the impact of a possible strike by one of the pilots' unions in Chile, in order to protect its passengers and ensure that those who could be affected receive timely and appropriate solutions for their needs.

"Continuing with our commitment to all passengers with flights scheduled during these dates and with the purpose of providing them with peace of mind and the necessary support, we have implemented measures to reduce the number of affected people and offer them the best possible alternatives," said Paulo Miranda, Chief customer and Experience Officer of LATAM Airlines Group.

LATAM has canceled some flights scheduled for November 12 and 13, 2025, affecting less than 10% of passengers with origin or destination in Chile. Nearly all of those affected have already received travel solutions within a range of no more than one day. For these dates, LATAM expects no further flight cancellations due to this potential strike.

Several options have been offered to facilitate rebooking, including:

- Change of date or flight at no additional cost.
- Voluntary modification of travel plans without penalty.
- Full refund of the ticket and any associated services.

Starting November 14, in the event of additional adjustments, LATAM will contact affected passengers directly by email, offering the same alternatives to meet their needs.

LATAM recommends that passengers always check the status of their flight before heading to the airport through [latam.com](https://www.latam.com) or the LATAM app, in the My Trips section, where they can access real-time information about their flight.

LATAM reaffirms its ongoing willingness to maintain dialogue with the union and its commitment to reaching an agreement that is beneficial to all parties.

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ABOUT LATAM GROUP

LATAM Airlines Group S.A. and its affiliates are the principal group of airlines in Latin America present in five domestic markets in the region: Brazil, Chile, Colombia, Ecuador and Peru, in addition to international operations within Latin America and to / from Europe, the United States, Oceania, Africa and the Caribbean.

The group has a fleet of Boeing 767, 777, 787, Airbus A321, A321Neo, A320, A320Neo, and A319 aircraft. Additionally, the Airbus 330, operated under short-term leases, is also part of the current operations.

LATAM Cargo Chile, LATAM Cargo Colombia and LATAM Cargo Brazil are the LATAM group cargo subsidiaries. In addition to having access to the bellies of the passenger affiliate's aircraft, they have a fleet of 20 freighters. They operate on the LATAM group network as well as international routes that are solely used for freighters. They offer modern infrastructure, a wide variety of services and protection options to meet all customer needs.

More information at www.latam.com

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