

Between November 12 and 17

Information of interest - LATAM reports impact on 20,000 passengers due to strike and highlights that almost all have already received travel solutions

Santiago, November 12, 2025 - LATAM Airlines Group reports that, as a result of the strike called by one of the pilots' unions, the company has implemented measures to protect passengers, including the need to cancel flights scheduled between November 12 and 17. This measure involves the suspension of 173 flights, affecting approximately 20,000 passengers, almost all of whom have already received travel solutions within 24 hours of their original flight.

The company also stated that the measures implemented will remain in place until the strike ends. In cases where the proposed solution does not meet the needs of affected passengers, they may change their date or flight at no cost, or request a full refund of their ticket and any associated services.

"We are making a tremendous effort to provide the best available solutions for all passengers affected by this situation, while maintaining the country's connectivity—particularly in those regions that depend on it the most," said Paulo Miranda, Chief Customers and Experience Officer of LATAM Airlines Group.

LATAM's priority is to protect its passengers, anticipate the effects of the strike, and provide timely information through all available channels. Therefore, passengers are advised to always check their flight status before heading to the airport through latam.com or the LATAM app, in the My Trips section, where they can access real-time updates about their flight.

Finally, 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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