

In the context of the strike by one of the pilot unions in Chile:

Information of interest – LATAM extends measures until November 22 to protect its passengers

Santiago, November 17, 2025 – LATAM Airlines Group reports that, in the context of the current strike by one of the pilot unions in Chile, it has continued implementing measures to protect passengers, including the need to proactively cancel some additional flights through Saturday, November 22.

Total cancellations—from the start of the strike on November 12 through November 22—will affect approximately 31,000 passengers (10,000 more than previously reported), all of whom have been contacted by LATAM and provided with a travel solution according to their needs. Almost all of them received an alternative within a 24-hour window of their original flight.

“The team is continuously working to meet passengers’ needs and to anticipate travel solutions for those affected. This proactive passenger contact management has helped maintain stability in flights not affected by the strike,” said Paulo Miranda, Chief Customers and Experience Officer of LATAM Airlines Group.

If the proposed solution does not meet passengers’ needs, they may choose to change the date or flight at no cost, or request a full refund of the ticket and associated services.

As a preventive measure, LATAM recommends checking the flight status before heading to the airport via latam.com or the LATAM app, under the “My Trips” section, where they can access real-time updated information about their flight.

The company also reiterates that, despite its ongoing willingness to engage in dialogue, it has not yet been possible to reach an agreement in the context of the collective negotiation process. LATAM reaffirms its commitment to achieving a mutually beneficial agreement for all parties, noting that it is still too early to quantify the potential economic impact of the strike, which will mainly depend on its duration.

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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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