



Warsaw April 30th, 2020

Dear Partners,

As we all adjust to this new normal environment currently, our thoughts are with you and your friends and families and I hope you're keeping safe. The last several weeks have been turbulent for all of us, but I continue to be inspired by the kindness of people within LOT Polish Airlines during the biggest and unprecedented crisis we've faced in our 91 year history.

Given the current travel and operational restrictions worldwide as well as limited corporate and leisure travel volume, the senior leadership team at LOT Polish Airlines has decided to continue the network suspension (domestic and international routes) until 31st May and subsequently all flights till end of May will be cancelled. We know many of you started this year planning to fly with LOT Polish Airlines to visit friends and family members, meet customers, or attend an exhibition. And you may be worried about what to do about your upcoming travel plans. That's why we've updated our ticket change policy.

Passengers may make changes to current bookings, re-schedule a trip, change their destination, or exchange for a travel voucher for future travel. Customers have a whole year to decide starting from your original purchasing date and may further benefit of our more flexible published fare structure.

Safety has always been our top priority for passengers and crews, and because of that, the social distancing and cleaning procedures that have become a new way of life for all of us across the world. Rest assured that we are constantly monitoring the situation in order to resume flight operations in the future, and while we wait to welcome you back, we've been using our internal resources to do our part to get ready including recent feedback obtained from #LOTdoDomu repatriation missions.

We look forward to welcoming guests aboard our fleet again and on behalf of all of us at LOT Polish Airlines, I would like to thank you for your continued support and commitment.

Detailed procedure (version 4.6) and a brief overview of the options is attached.

Stay safe,

Anna Staszewska,