

Terms and Conditions

LATAM CORPORATE PARTNER

Corporate program for registered legal entities (hereinafter, the “Partner”).

I- GENERAL CONDITIONS

1. Corporate use only

All benefits and tickets under the Corporate Partner Program are exclusively for business travel by employees under contract with the Associated Companies.

2. Mandatory identification

To activate benefits, the Partner must always register and use its Account Code or Tour Code when purchasing tickets. If the purchase is made through an agency, the code must also be included at ticket issuance by the agency for the benefit to apply.

3. Zero tolerance for misuse of the Program

LATAM Group has zero tolerance for any attempt or act of fraudulent conduct that could result in fraud, including but not limited to misuse of credentials, document forgery, system manipulation, artificial accrual or redemption of LATAM PASS Miles, issuing tickets with false or incomplete data, property damage, or violations of applicable laws and regulations in each country, as well as verbal or physical abuse or inappropriate behavior by corporate passengers toward airline personnel or any other passengers. Any such conduct will result in immediate suspension or cancellation of the account and loss of Corporate Partner Program benefits.

4. Program tier determines the benefits applicable

Benefits for Partners and their employees depend on the tier (Classic, Superior, Plus, or Elite) in effect at the time of use.

5. Restrictions on Basic fares and/or group purchases

The following travel benefits—priority seat assignment, priority re-accommodation in the event of irregular operations, priority in cases of denied boarding, priority in the event of downgrade, and priority boarding—do not apply to BASIC fares or to group purchases (9+ passengers).

6. No transfer or commercialization of benefits Non-transferable benefits and may not be commercialized

The purchase, sale, exchange, or transfer of miles, discounts, or benefits outside authorized corporate use is prohibited. These benefits are personal, non-transferable and may not be sold, exchanged or otherwise commercialized

7. Obligation to report changes and maintain data - Update of information & administration is Mandatory

The Partner is responsible for keeping its information up to date and promptly notifying any changes to its travel agency, Online Booking Tool (OBT), or agreement administrators. The

Partner is responsible to ensure that all information about the agreement administration, the agency with whom they work with and its online booking tool (OBT) is up to date and that any changes are promptly informed.

8. Responsibility for agencies and internal misuse

LATAM is not responsible for errors or mismanagement of benefits by travel agencies or by internal administrators designated by the Partner. LATAM shall not be held liable for any errors, omissions, or mismanagement arising from the administration or use of this program.

9. Mandatory financial compliance

Access to a line of credit is subject to timely payment of invoices and financial obligations, as well as LATAM's internal review. In the event of any debt under any credit product or service with any company within LATAM Group, LATAM Group reserves the right to block benefits and/or permanently cancel them.

10. Program modification or termination

LATAM reserves the right to adjust benefits, tiers, discounts, or to terminate the Corporate Partner Program, with prior notice to Partners. Once such changes have been communicated, Partners who issue or continue to issue corporate tickets with Program benefits will be deemed to have accepted the benefit changes or the modifications made to these Terms and Conditions.

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Corporate Partner Program Contents

The LATAM Corporate Partner Program rewards the loyalty of Associated Companies with benefits that depend on annual purchase volume. The tiers are Elite, Plus, Superior, and Classic: the higher the tier, the greater the exclusive benefits for the company and its corporate travelers.

- ❖ **Enrollment Benefits:** access to Upfront Discounts (depending on tier and market).
- ❖ **Corporate Miles:** accrue miles and transfer them to your employees, for exclusive corporate use.
- ❖ **Personalized Support:** dedicated account manager for Superior, Plus, and Elite tiers.
- ❖ **Environmental Commitment:** offset your CO₂ footprint and LATAM will match the number of tons to be offset.
- ❖ **Financial Flexibility:** option for a line of credit subject to requirements being met.
- ❖ **24/7 Support:** assistance available via the LATAM Corporate Portal.
- ❖ **Ticket Changes:** reuse unused corporate tickets for another employee.

Responsible use and zero tolerance

All program benefits are intended exclusively for corporate travel by direct employees. Any misuse, fraud, or mishandling will result in measures such as immediate account suspension along with the total loss of benefits, or in more serious cases permanent account cancellation.

1. Overview of the Corporate Partner Program

The Corporate Partner Program has four tiers: (i) Elite, (ii) Plus, (iii) Superior, and (iv) Classic, based on annual purchase targets by country of ticket issuance. These categories apply during the period from April 1 through March 31 of the following year of ticket issuances. Annual targets will be published in March each year on the LATAM Corporate Portal (<https://b2b.corporate.latamairlines.com/un/en/value-proposition/company-categories/min-purchase-cuts-companies>) and will also be communicated to the Associated Company by email.

In addition, the reclassification process, besides assigning a tier to Associated Companies, also determines the Enrollment Benefit (accrual or discount, detailed in section 3). Classifications and reclassifications will be performed annually and communicated to Associated Companies by email with a minimum of 30 calendar days' notice.

Minimum purchase amounts are the required spend an Associated Company must have with LATAM Group to belong to a category the following year. These thresholds vary by country and

consider first-ticket issuance revenue from January 1 to December 31 of the current year. Group and charter products will be considered as part of the total purchases made by the Associated Company for reclassification purposes, as long as its Tour Code is included at the time of purchase.

These tiers grant companies access to various benefits, differentiated by segment: benefits for Associated Companies and benefits for Corporate Passengers, described as follows:

- 1) **Benefits for the Associated Company:** Benefits that, by their nature, are focused on the company that maintains a corporate discount or accrual agreement with LATAM.
- 2) **Benefits for the Corporate Passenger:** Benefits intended for Corporate Passengers.

At the following link you can find the benefits granted to the Associated Company and to the Corporate Passenger according to the assigned tier:

<https://b2b.corporate.latamairlines.com/un/en/value-proposition/company-categories/product-benefits-and-categories-overview>

Additionally, Associated Companies may choose between two specific Enrollment Benefits: (i) a discount benefit; or (ii) an accrual benefit, as described in section 3 of this document.

Enrollment Benefits do not apply to travel agencies. LATAM reserves the right to immediately cancel Enrollment Benefits that were erroneously granted to a travel agency, by means of written notice to the agency in question.

Associated Companies may purchase the services and products offered by LATAM through two channels: (i) via the LATAM Corporate Portal; and/or (ii) through Travel Agencies. The choice of travel agency through which the services are contracted will be the sole responsibility of the Associated Company, expressly releasing LATAM from any liability arising from that choice, as well as from the acts, omissions, or services provided by the selected agency. To grant the benefits associated with the Corporate Partner Program, the Associated Company and/or the Agency, as applicable, must enter the Associated Company's Tourcode when purchasing services and products.

Finally, for Associated Companies that issue via an agency-managed OBT (Online Booking Tool), it is recommended that they inform LATAM which OBT they use and the conditions of such issuance (including, for example, fare display), in order to maximize the benefits provided. It is also recommended that the Associated Company conduct at least two OBT reviews per year with LATAM and, to the extent it uses preferences within the OBT, grant LATAM the highest level of global preference status among airlines. The application of all benefits will be subject to the agency's correct prior communication via the OBT. If such communication is not received in a timely manner, LATAM will not be responsible for the non-application of benefits, and no subsequent claims by the Associated Company will be accepted.

In the event of a change or implementation of a new OBT, the Associated Company must notify LATAM through its assigned sales executive or by sending an email to LATAM Corporate Support at least three months prior to implementation.

1.1. How to enroll

To register for the program, see details at:

<https://b2b.corporate.latamairlines.com/un/en/help-center/use-of-the-corporate-portal/How-do-I-create-an-account-and-register-a-company>

It is expressly stated that, under no circumstances, may a travel agency register in the Corporate Partner Program in any of its forms.

Likewise, companies that are unable to receive the benefits of the Corporate Partner Program must inform LATAM as soon as possible so that these can be immediately blocked.

1.2. General program conditions

LATAM Airlines Group S.A. is the owner of the Corporate Partner Program. However, neither LATAM Group nor its subsidiaries are responsible for any loss, harm, delay, or damage caused to the Associated Company as a result of the LATAM Corporate Partner Program or any benefit offered in connection with it, unless the cause is due to gross negligence and/or proven liability of LATAM Group or any of its subsidiaries.

Any change to the Program's terms and conditions will be communicated via the Corporate Portal

(<https://b2b.corporate.latamairlines.com/un/en/value-proposition/company-categories/min-purchase-cuts-companies>) at least 30 calendar days prior to the effective date of the change.

LATAM Group reserves the right to terminate or suspend the Corporate Partner Program, or to modify any part of it—including all types of Awards and/or benefits, and mechanisms for redemption or transfer of LATAM Pass Miles—at any time. In such a case, it will notify Associated Companies through its platforms 30 days in advance.

The Associated Company acknowledges that by issuing or reserving any LATAM Group product or service under the Corporate Partner Program (including tickets, upgrades, fare benefits, or miles accrual), it will be deemed to have read, understood, and accepted all of the Program's Terms and Conditions and its annexes. This acceptance will be valid even without a formal signed contract, registration on the Corporate Portal, or any additional communication, provided the Associated Company uses any benefit or product linked to the Program.

If LATAM Group ends or suspends the Corporate Partner Program, Associated Companies may use their accrued LATAM Pass Miles for a period of 120 calendar days, in accordance with

these Rules. Notwithstanding the foregoing, if the reason for terminating the Program is the cessation of LATAM Group's operations as an airline, or the declaration of reorganization or liquidation under the applicable country's law at the time of such occurrence, LATAM Group may terminate or suspend the Corporate Partner Program and cancel and render void some or all LATAM Pass Miles, Qualifying Points, Awards, and benefits immediately, making them ineligible for redemption for tickets and/or cash.

In the event of voluntary withdrawal from the Corporate Partner Program by the Associated Company, it may use its accrued LATAM Pass Miles for up to 120 calendar days from the date the withdrawal is confirmed, provided there are no outstanding debts or contractual penalties. Once that period has elapsed, any unused miles and Qualifying Points will be canceled and may not be used or redeemed for any service, ticket, or compensation. This period does not apply when cancellation is due to contractual breaches, fraud, delinquency, or misuse of benefits, in which case benefits will be revoked immediately and without any right to subsequent use, as detailed in section 4.62 (Cancellation of a Corporate Partner account).

LATAM Group may subcontract third-party providers to deliver and/or administer the services and/or benefits offered by LATAM Group under the Corporate Partner Program. These third parties will be responsible for ensuring full compliance with their obligations and the proper provision of contracted services and/or benefits.

The fulfillment or provision of Awards and/or benefits offered by Associated Airlines and/or Associated Merchants will be subject to the terms and conditions imposed by those organizations.

Neither LATAM Group nor its subsidiaries are responsible for errors or omissions that, despite all precautions taken, may occur in information relating to any part of the LATAM Corporate Partner Program, if such errors or omissions are not caused by LATAM Group or its subsidiaries. Nor is it responsible for delays, loss, or misdelivery of correspondence addressed to the Associated Company, insofar as the cause is attributable to the Associated Company.

All written communications from the Associated Company addressed to any person or group participating in the Corporate Partner Program must include its signature and Associated Company number, and LATAM Group reserves the right to request the pertinent information to validate the member's identity in any type of communication.

2.Tier Linked Benefits

2.1 Description of benefits

Tier linked benefits are those available to an Associated Company that is part of the Corporate Partner Program, according to its category (tier).

These benefits are granted based on the company's current tier, so depending on the classification or reclassification that the Associated Company obtains, the delivery of certain benefits may vary from year to year.

2.2 Benefits for the Associated Company

2.2.1 Account Management:

Assignment of an account executive to address the Associated Company's commercial needs.

Who it applies to	(i) Associated Companies in the Superior tier that have chosen the Upfront Discount Enrollment Benefit. (ii) Associated Companies in the Plus or Elite tiers, regardless of the Enrollment Benefit selected.
What is it about	A sales executive is assigned to address commercial needs and to provide guidance regarding non-commercial needs of the Associated Company.
Restrictions	Provision of the benefit is subject to availability.

2.2.2 Sustainability Program:

What it is	Provides Associated Companies the option to offset or reduce the carbon footprint generated by their corporate travel through a carbon-offset provider designated by LATAM (the "Provider"). For every metric ton of CO ₂ that the Associated Company offsets, LATAM will offset the same amount of CO ₂ in a project within the available project portfolio (matching does not apply to carbon footprint reduction).
Who it applies to	All companies, regardless of tier, may access this benefit, provided they register in the CO ₂ offset program.
Restrictions	The Program excludes the possibility of offsetting more than 50% of CO ₂ emitted by trips in Colombia's domestic and international markets, because those emissions are already offset under current Colombian regulations.

How to offset:

(i) To register for the Compensar para Conservar Program, the Associated Company must contact its assigned sales executive or send an email to LATAM Corporate Support.

(ii) Once enrolled in Compensar para Conservar, the Associated Company will receive a monthly email report with the amount of CO₂ emitted by its LATAM travel, along with the Provider's web address (the "Platform"), available at: <https://b2b.corporate.latamairlines.com/un/en/value-proposition/benefits-for-your-company/Sustainability-Program>

The Provider is solely responsible for the Platform's operation and for its own terms and conditions. Associated Companies are responsible for reading and explicitly accepting the terms and conditions of both the Compensar para Conservar Program and the Provider, and will be governed by those terms upon acceptance.

(iii) The Associated Company must complete the offset on the Platform, directly with the Provider. On the Platform, the Associated Company can choose from a portfolio of offset projects. The Provider may charge administrative fees, which are set unilaterally by the Provider. LATAM Group does not receive any economic benefit from the transfer of carbon credits carried out by the Provider to the projects.

(iv) LATAM Group will be informed monthly about the carbon offsets made by Associated Companies and will proceed to make matching offsets for the same amount of CO₂ already offset by the Associated Company.

(iv) After the offset is completed, the Associated Company will quarterly receive a certificate issued by the Provider indicating the tons of CO₂ offset and the destination project. Likewise, LATAM Group will receive, in its own name, a certificate from the Provider for the offsets made by LATAM Group.

2.2.3 Line of Credit

What it is	(i) A line of credit between LATAM Group and the Associated Company that allows the Associated Company to purchase services offered by LATAM Group through a payment processing tool managed by a provider previously designated by LATAM Group.
Who it applies to	Associated Companies in all tiers that meet the requirements listed in the next section and in the markets where the product is available.
Requirements	(i) A credit risk analysis and / or assessment by LATAM Group to determine eligibility for credit. This line of credit will be continually reviewed based on payment performance and purchase volume.

	(ii) Execution of a contract setting forth the terms of the granted line of credit. The line of credit will be extended only once the contract has been duly signed by both parties. (iii) More details at: https://b2b.corporate.latamairlines.com/un/en/value-proposition/benefits-for-your-company/UATP-line-of-credit (iv) To access LATAM's line of credit, the Associated Company must first have made at least six (6) months of airline ticket purchases with LATAM Group using payment methods other than the line of credit. This purchase history is a mandatory prerequisite for the credit risk evaluation that determines credit eligibility and terms. (v) Once payment has been made, please send the payment receipt and deposit details to: recaudacion@fi-latam.com. (vi) Unless LATAM Group agrees otherwise, all payments must be made exclusively via direct transfer to the bank account designated by LATAM Group in the preceding clause. If payments are received by any method other than the one mentioned above, LATAM Group reserves the right to reject the payment. Likewise, if LATAM Group does not receive payment for any statement of charges by the applicable due date, or if payment cannot be processed or is protested, or in the event of any breach of the obligations under this contract, LATAM Group reserves the right to suspend/block the corresponding account until the matter is resolved.
Restrictions	Failure to pay any charge within the agreed period will automatically place the Associated Company in default, without the need for prior demand, whether judicial or extrajudicial. In the event of repeated non-payment, the credit analysis team may immediately hold new orders. A debt is considered past due when more than thirty-six (36) consecutive days have elapsed from the invoice (or equivalent document) date without full payment by the Associated Company. This is without prejudice to the terms applicable to charter flights, for which the payment deadline will be subject to an ad hoc credit risk evaluation and validation for each Associated Company. Notwithstanding the foregoing, LATAM Group will have the right to terminate the line of credit immediately, without the Associated Company being entitled to claim any compensation, when liquidation or reorganization of the Associated Company is requested, or the

	Associated Company itself files for liquidation or reorganization, or begins negotiations of a creditors' agreement, or assigns its assets for the benefit of creditors. To comply with Personal Data Protection requirements, the Associated Company irrevocably authorizes LATAM Group to disclose delinquency in payment of any charge arising under the Corporate Partner Program to a global credit information provider, for inclusion in its records and databases and for disclosure to third parties. The Associated Company releases LATAM Group and its subsidiaries from any liability that may arise in this regard. Personal data will be processed in strict compliance with applicable personal data protection laws, guaranteeing the principles of lawfulness, purpose, proportionality, security, and confidentiality.
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2.2.4 24/7 Support for Companies:

What it is	Provide Associated Companies with 24/7 support service, offering assistance related to the corporate portal and, in the event of errors or post-sales transactions that cannot be carried out through it, delivering the necessary support. The service is available via chat on the LATAM Corporate Portal, telephone call, and email.
Who it applies to	All tiers, for Associated Companies that purchase through the LATAM Corporate Portal. For Associated Companies served by travel agencies, support is provided by the agency according to its own terms.
Services for which LATAM Group provides support	• Ticket issuance and changes • Seat reservations • Seat/baggage purchase • Check-in • Requests for special services (e.g., special meals, reduced mobility, among others) • General program inquiries
Requirements	Available in the countries listed at: https://b2b.corporate.latamairlines.com/un/en/value-proposition/benefits-for-your-company/LATAM-Corporate-Support-24-7

2.2.5 Change to a New Ticket:

What it is	This benefit allows the Associated Company to use a corporate ticket as a form of payment to purchase a new ticket for a different Corporate Passenger belonging to the same company, without paying the additional fee for a different passenger name. Only the change penalty and any fare difference (as applicable under the fare conditions available at https://www.latamairlines.com/uy/en/experience/prepare-your-trip/fares) must be paid. It also allows changing the route and date of the new ticket.
Who it applies to	Applies to Corporate Passengers belonging to companies of all tiers: Classic, Superior, Plus, and Elite. For the process and applicable routes—both for purchases through the LATAM Corporate Portal and LATAM Corporate Support, as well as via agencies see: https://b2b.corporate.latamairlines.com/un/en/value-proposition/benefits-for-your-company/Benefit-of-change-to-a-new-ticket
What applies	• Applicable to voluntary changes for unused commercial tickets. • Applies to unused tickets as a reissue exchange (reissues without fee), since it involves a new purchase and the entire trip is repriced at the fare applicable on the reissue date. • Applies to tickets with published fares and/or fares with Upfront Discount Enrollment Benefit. • The reissue must be for an amount equal to or greater than the value of the original ticket.
Restrictions	• Not applicable to tickets redeemed with LATAM Pass. • It is not permitted to use more than one ticket as a form of payment for each new ticket to be purchased. • All segments of the original ticket must permit changes. • Not applicable to Corporate Groups (Corporate Groups are defined as groups of more than 9 passengers on the same reservation made by a company).
Fees	For voluntary changes, only the voluntary ticket change penalty and any fare difference (if applicable) will be charged. No additional fee will be charged for the corporate passenger name change.

This benefit is associated with the corporate agreement between LATAM Airlines Group and Associated Companies. Therefore, it is different from the “Endoso” right recognized under Peruvian regulations and from the Endoso or Assignment of the right to be transported on a domestic flight established in Article 131 bis of Chile’s Aeronautical Code.

2.3 Benefits for Corporate Passengers

Associated Company through the official sales channels mentioned in these terms and conditions, and used exclusively in the performance of their work or corporate duties, will be considered Corporate Passengers and may access the following benefits.

Please note that if these benefits cannot be applied due to the Associated Company's own policies (for example, state and/or governmental entities), it is the company's responsibility to notify LATAM so that any benefit can be blocked.

Frequent Flyer Program (FFP) Categories	Associated Companies will be rewarded according to their Tier by granting Black, Platinum, or Gold statuses to a certain number of their employees for one year (from April 1 to March 31 each year). These statuses are governed by the Terms and Conditions of the LATAM Pass and Fidelidade Programs (https://www.latamairlines.com/uy/en/registration) and may be granted only to direct employees of the Associated Company. The issuance and quantity of FFP statuses depend directly on the Associated Company's Tier: (i) Elite Tier: up to 3 Black statuses and 2 Platinum statuses. (ii) Plus Tier: up to 1 Platinum status and 1 Gold status. It is the Associated Company's responsibility to request annually—from its assigned sales executive (if permitted by its Tier) or via Support—the assignment of a LATAM Pass frequent flyer status for one or more of its direct employees, provided its Tier allows it. The Associated Company must provide LATAM with the LATAM Pass frequent flyer number(s) of the direct employee(s) for whom the status is being requested. LATAM Group reserves the right, at any time while the status remains valid, to request legal documents proving that the beneficiary is an employee of the Associated Company. If the Corporate Passenger holds a lower LATAM Pass status than the one requested, their effective status will be the one granted under this benefit for the duration of the benefit. If the Corporate Passenger holds a higher status than the one requested, they will remain at that higher status.
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	The Corporate Passenger may access this benefit only if they have a LATAM Pass account at the time of the request.
Priority Seat Assignment	The Corporate Passenger will automatically be assigned the best available seat when checking in for their flight. The parameters, ordered from most to least relevant, to define seat quality are: • Longitudinal seat location: a seat closer to the cockpit is considered better quality. • Horizontal seat location: an aisle seat is preferred, followed by a window seat. For tickets purchased in Economy, this benefit does not include assignment to LATAM+ seats that may be available at check-in (for more information on seats on LATAM flights, see: https://www.latamairlines.com/uy/en/experience/prepare-your-trip/seat). (1)*Delivery of the benefit is automatic. Distribution logic for preferred seat assignment to Corporate Passengers: 1. Passengers who already hold a LATAM Pass status. 2. Corporate Passengers whose Associated Company is Elite Tier. 3. Corporate Passengers whose Associated Company is Plus Tier. Restrictions: • This benefit does not apply to BASIC fares or Group purchases.
Priority Boarding	• This benefit allows the Corporate Passenger to board with Priority Group 3, always in compliance with applicable law. • This benefit does not apply to BASIC fares, Group purchases, or purchases made through Fixed Fares. • It only applies to flights operated and sold by LATAM and in the markets corresponding to the JV with Delta. (1)*Delivery of the benefit is automatic.

Reassignment Priority in Case of Contingencies	● According to the Associated Company's Tier, the Corporate Passenger will receive priority for flight re-accommodation, whenever possible and in compliance with applicable law. ● This benefit does not apply to BASIC fares, Group purchases, or purchases made through Fixed Fares. (1)*Delivery of the benefit is automatic.
Priority in Cases of Denied Boarding (Overbooking)	● This benefit provides higher boarding priority to Corporate Passengers in the event of Denied Boarding at the airport due to overbooking (i.e., when more seats are reserved than the aircraft's capacity). Changes due to irregular operations that may result in delay, cancellation, equipment change, and/or missed connections are not considered Denied Boarding. ● Priority is granted via automatic check-in. A corporate customer who does not qualify for or has not used automatic check-in will not have access to the boarding priority described here. ● This benefit is available exclusively to passengers of Associated Companies in the Plus and Elite Tiers. ● To access the benefit, the Corporate Passenger must meet all boarding requirements and complete all documents necessary for check-in, from 48 hours before the flight, at latamairlines.com. ● The Benefit of Priority in Case of Denied Boarding ○ Does not apply to Group purchases. ○ Does not apply to voluntary ticket changes made by the Corporate Passenger within 48 hours prior to the flight. ○ Does not guarantee boarding; it only increases the probability of boarding. ○ In accordance with applicable law, passengers with special needs and those who legally have boarding priority will be prioritized. ○ A Corporate Passenger will have priority over a non-corporate passenger only if the Corporate Passenger has checked in earlier, and both have the same LATAM Pass (FFP) status and purchased a ticket in the same cabin class. (1)*Delivery of the benefit is automatic.

Priority in Case of Cabin Downgrade	What it is: • In the event of an involuntary cabin downgrade on the flight due to overbooking, this benefit gives Corporate Passengers higher priority to remain in their original cabin. A Downgrade occurs when the passenger cannot be boarded in the cabin for which they purchased their ticket due to overbooking for commercial reasons (i.e., more seats reserved than the aircraft's capacity). Requirements: • Available exclusively to passengers of Associated Companies in the Plus and Elite Tiers. • To access the benefit, the Corporate Passenger must meet all boarding requirements and complete all documents needed for check-in, from 48 hours before the flight, at latamairlines.com. • (1)*Delivery of the benefit is automatic. Restrictions: • Not applicable to Group purchases. • Does not guarantee avoidance of the Downgrade. • In accordance with applicable law, passengers with special needs and those who legally have priority will be prioritized for both boarding and cabin. • A Corporate Passenger will have priority over a non-corporate passenger only if the Corporate Passenger has checked in earlier, and both have the same LATAM Pass (FFP) status and purchased a ticket in the same cabin class.
LATAM Pass Booster	What it is: • The Booster benefit grants an extra percentage of Qualifying Points in the LATAM Pass Program to the Corporate Passenger when flying for their company, provided they include their LATAM Pass frequent flyer number and the agency enters the Tour Code or Account Code of the Associated Company, as applicable, at the time of ticket purchase. This benefit applies only to Corporate Passengers who are LATAM Pass members. Benefit details and restrictions: https://b2b.corporate.latamairlines.com/un/en/value-proposition/benefits-for-your-employees/FFP-Booster Other

	• The Corporate Passenger may opt out of this benefit through the assigned sales executive or by sending an email to LATAM Corporate Support.
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(1) * he benefit will be delivered automatically to those Partner Companies that, according to their Tier, are eligible to access it, provided that the corporate passenger gives the agency the Tourcode or the Account Code of the Partner Company, as applicable, at the time of ticket issuance

3.Enrollment Benefits

The Corporate Partner Program offers Partner Companies two specific types of enrollment benefits. Each of these enrollment benefits is mutually exclusive; that is, a Corporate Client may not hold both simultaneously. Upon enrollment in the Corporate Partner Program, LATAM will inform the Partner Company which Enrollment Benefit it may access according to the assigned Tier. If the Partner Company's Tier allows access to either of the two Enrollment Benefits, the Partner Company must inform LATAM which Enrollment Benefit it wishes to select. If the Partner Company does not indicate its choice, it will automatically be assigned the Miles Accumulation Benefit. Likewise, the Partner Company may request to change its Enrollment Benefit, provided that its Tier allows it and the requirements established for such benefit are met.

3.1 Upfront Discount Enrollment Benefit	This benefit grants discounts on different routes, which must be negotiated between the Partner Company and LATAM, for the exclusive use of the Partner Company's business, in exchange for sales production or market share targets. It is strictly forbidden for the Corporate Passenger to use this benefit to purchase tickets for personal use. <u>Requirements::</u> • Partner Companies must belong to the Superior, Plus, or Elite Tier in Chile, Colombia, Peru, Brazil, or Ecuador. • The Classic Tier, if located outside Chile, Colombia, Peru, Brazil, and Ecuador, may access the discount contract on flights since it does not have access to the Accumulation Program.
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	<u>Enrollment:</u> The applying Partner Company must contact one of the entities forming part of the LATAM Group through the available channels, which vary depending on the main location of the Applying Company. These can be found in section 5 of this document.
3.2 Corporate Miles Enrollment Benefit	This benefit is granted to the Partner Company every time it makes purchases with LATAM. It only applies to ticket purchases for the business purposes of the Partner Company. It is strictly forbidden for the associated Corporate Passenger to accumulate miles from the purchase of tickets for personal use. The accumulated miles may be redeemed by company employees once the miles are transferred from the company to the employee. <u>Requirements:</u> • To access this benefit, Partner Companies must belong to the Classic Tier or higher. • The Classic Tier, if located outside Chile, Colombia, Peru, Brazil, and Ecuador, does not have access to the Accumulation Program. To access this benefit, the Partner Company must create a user in the LATAM Corporate Portal and accept the corresponding Annexes.

If the Partner Company does not allow its Corporate Passengers to accumulate Miles or Qualifying Points, it is necessary that at the time of ticket issuance, a Tourcode be entered when the issuance is through an agency.

4. Additional General Provisions

4.1 Use of Benefits

Unless previously, expressly, and in writing authorized by LATAM Group, the purchase, sale, exchange, or transfer, under any title, of miles, awards, and/or benefits is strictly prohibited. If LATAM Group verifies with evidence that a company or individual has purchased, sold, exchanged, or transferred awards and/or benefits associated with this Program, LATAM Group shall be entitled to claim from the Partner Company or Corporate Passenger the full fare, damages caused, and legal costs involved, all in accordance with applicable legislation.

The Partner Company is obligated to inform LATAM Group of any misuse of the benefits granted under the Corporate Partner Program, whether directly or indirectly by the company or through an agency. If LATAM Group requests an audit and detects malpractice, the Partner Company must correct, rectify, and compensate within no more than 30 business days.

4.2 Consent for Communications and Use of Personal Data

By accepting the terms and conditions of the Corporate Partner Program, the Partner Company expressly agrees to receive information about the Program, promotions, news, and other communications periodically sent by LATAM Group to its email address, phone numbers, or physical address. The client has the right to unsubscribe from communications at any time. To do so, the client must follow the instructions provided in each communication or contact the LATAM Group support team defined in section 6 of this document.

The Partner Company must ensure the lawful origin of the data provided, the accuracy of the information supplied to LATAM Group, and the commitment to keep the data updated in the LATAM Corporate Portal or with its assigned LATAM Sales Executive or preferred agency.

The Partner Company shall be responsible for obtaining the prior, informed, and express consent of its employees to personally receive this commercial information from LATAM Group. Consequently, LATAM Group shall be fully released from any liability for possible damages arising for the data subjects as a result of sending such information.

LATAM Group will exclusively determine the form and frequency of sending information related to the Program, awards, benefits, and other communications. For this purpose, LATAM Group may use physical means (such as public or private mail) or electronic means (such as email, text messages to cell phones, or other channels), using the data previously provided by the Partner Company.

It will be the sole responsibility of the Partner Company to obtain the necessary consents and authorizations from its employees that allow sharing their personal data with LATAM Group under this Program. Consequently, LATAM Group shall be fully released from any liability for possible damages arising for the data subjects as a result of sending such communications.

Furthermore, by completing the registration form, the Applying Company declares its express acceptance and consent that LATAM Group may use the data entered in the form, either for purposes related to the execution of the Program, for the benefit of the Program, or for its communication to third parties with commercial agreements associated with the Program, without prejudice to applicable personal data protection laws, ensuring strict compliance at all times with the principles of legality, purpose, proportionality, security, and confidentiality.

LATAM Group will process personal data provided by Partner Companies in compliance with the laws in force in the country from which the LATAM Corporate Portal is accessed, and in accordance with its Privacy Policy available at: <https://www.latamairlines.com/uy/en/legal/privacy-policy>. This data will be used exclusively for the purposes necessary to provide the requested services and improve user experience.

LATAM Group is also committed to implementing and maintaining the necessary technical, organizational, and security measures to ensure confidentiality, integrity, and availability of personal data, in accordance with the applicable legislation and best practices.

4.3 Consent to Receive Benefits

By accepting the terms and conditions of the Corporate Partner Program, the Partner Company acknowledges and agrees that LATAM may grant benefits both to the Partner Company and its direct employees.

4.4 Modifications or Incorporation of Benefits

LATAM Group reserves the right to add or modify the benefits of the Corporate Partner Program, providing prior notice to Partner Companies at least 30 calendar days in advance, through the contact email provided at registration. Continued use of the Program and its benefits by the Corporate Client shall constitute acceptance of the added or modified benefits.

4.5 Losses, Damages, and Liability

LATAM Group shall not, under any circumstances, be liable for any type of losses or damages that Partner Companies may suffer as a result of the termination of the Program or changes or modifications thereto.

LATAM Group shall not be liable for any type of loss, harm, delay, or damage that the Partner Company suffers or may suffer arising from or connected to the Program or any award and/or benefit offered, except to the extent that such loss, harm, delay, or damage is caused exclusively by LATAM Group's proven gross negligence or willful misconduct.

4.6 Account Suspension and Cancellation

4.6.1 Suspension of an Account

1) LATAM Group reserves the right to suspend the account of any Partner Company, even if it has met the requirements to belong to a Tier, upon reasonable internal verification showing that it has engaged in the following conduct or infringements, without prejudice to additional measures depending on severity:

a) Non-compliance with these terms and conditions, misuse of LATAM Pass, or improper accumulation of LATAM Pass Miles, Qualifying Points, corporate discounts, or product purchase/reservation processes.

b) If the Partner Company engages in fraudulent conduct or in conduct that could give rise to a suspicion of fraud, understood as, but not limited to, the following: impersonating a Partner Company or a legitimately authorized third party without justification; making transfers of LATAM Pass Miles or exclusive Program benefits by an employee without the proper authorization of the Company; using credentials, passwords, or another user's access without consent; falsifying or altering documents, records, or electronic files in order to obtain benefits not corresponding to it; deliberately manipulating systems or processes to bypass internal

controls; providing false or incomplete information with the intent to obtain a benefit; or any other conduct that, by its nature, seeks to obtain an economic or other type of advantage to the detriment of the Company or its clients, in violation of applicable regulations or corporate policies; creating a corporate user or a Partner Company account by providing false, incomplete, or unverifiable information; using stolen or false identities; linking non-existent or unauthorized companies; or intentionally registering misleading information to gain access to the use of LATAM Pass Miles, Qualifying Points, corporate discounts, the LATAM Pass Miles transfer platform, or the purchase or reservation of LATAM Group products, awards, and/or benefits. Additionally, suspicion of fraud or fraudulent conduct shall also be deemed to exist if the Partner Company attempts to manipulate the loyalty system, including but not limited to the artificial accumulation and redemption of LATAM Pass Miles and/or the accumulation of Qualifying Points or corporate discounts.

c) If the Partner Company knowingly provides incorrect or erroneous information (including information about flights and credit risks), whether in the enrollment application, account creation, when requesting Awards and/or benefits, or at any stage of the purchase and/or reservation of tickets.

d) If any Corporate Passenger of the Partner Company fails to comply with the conditions detailed in Section 2.6 of the Passenger and Baggage Air Transportation Contract, applicable to all passengers, or the corresponding Transport Contract of the relevant country.

e) If any Corporate Passenger verbally or physically mistreats or behaves inappropriately toward airline staff or any other passenger, including but not limited to shouting or threats, use of insults or offensive language, hitting, theft, robbery, or assault in the workplace that may physically or psychologically affect the service provider, or causes damage, destruction, or deterioration to property, facilities, equipment, or materials belonging to LATAM Group, its contractors, suppliers, or other passengers. Likewise, if the Corporate Passenger engages in the conduct described in Section 2.6 of the Passenger and Baggage Air Transportation Contract or the corresponding Transport Contract of the relevant country, in cases where a passenger is denied boarding or disembarked due to the risk of affecting the safety of the flight or other passengers.

f) In all cases in which LATAM Group proves that the Partner Company has committed an irregularity contrary to the very nature of the LATAM CORPORATE PARTNER Terms and Conditions (a binding agreement governing participation, rights, obligations, and use of Program benefits, in accordance with applicable regulations and LATAM Group policies).

2) During the suspension period, the Partner Company shall not be able to automatically accumulate, obtain corporate discounts, or redeem LATAM Pass Miles, nor enjoy any other benefits associated with its Tier, if applicable, whether related to the in-flight experience or on the ground with Affiliated Merchants and Financial Institutions linked to any LATAM Group Program.

3) LATAM will notify the Partner Company of the suspension of its account by email or any other registered contact method, specifying the reason and detailing the length of time during

which the account will remain suspended. The suspension shall take effect immediately upon notification to the Partner Company and will result in the total blocking of access to the Program and the issuance of airline tickets with LATAM Group.

4) In order to safeguard the security of the Partner Company and the integrity of the Corporate Partner Program, LATAM Group reserves the right to temporarily block access to the corporate account, benefits, and functionalities if it detects signs, atypical behaviors, or unusual transactions that may suggest improper, fraudulent, or unauthorized use of the account. This blocking will be preventive in nature and may remain in effect while LATAM Group carries out the corresponding evaluation or audit. LATAM Group will notify the Partner Company by email or any other registered contact method regarding the preventive suspension.

4.6.2 Cancellation of an Account

1) LATAM Group will proceed with the permanent cancellation of the Partner Company's account in cases where it engages in conduct contrary to the law or applicable regulations.

2) Once the account has been canceled, the Partner Company may not rejoin the Program or enroll again in the future.

3) In the event of termination of the Partner Company's participation in the LATAM Pass Program, for any reason, all accumulated LATAM Pass Miles and Qualifying Points shall be canceled and may not be used under any circumstance, nor redeemed for any type of Award and/or money.

4) LATAM Group will notify the Partner Company of the cancellation of its account by email or any other registered contact method, specifying the reason and detailing the implications described in these Terms and Conditions. After receiving such notification, the Partner Company with the canceled account may submit a formal claim through the LATAM Group Contact Center, following the appropriate process and within the applicable legal deadlines.

The Partner Company agrees to indemnify and hold harmless LATAM Group and its affiliates for all expenses, costs, damages, withholdings, interest, fines, and/or payments that LATAM has incurred or must incur, directly or indirectly, as a result of any act or omission attributable to passengers linked to the Partner Company. This includes, without limitation, those arising from regulatory breaches, sanctions imposed by competent authorities, or any other circumstance that generates liability for LATAM Airlines.

4.6.3 Review and Appeal Process in Cases of Suspension or Cancellation

Once the infraction and its possible consequences have been communicated to the Partner Company, it shall have a period of 10 business days to present its defense and provide any

evidence it deems relevant via email to the support team. Subsequently, LATAM will evaluate the case through an internal committee composed of the compliance, fraud, legal, risk, collections, and commercial teams, which shall have a maximum of 10 business days to issue and communicate the final decision to the company.

4.6.4 Voluntary Withdrawal from the Program

The Partner Company may request, through its assigned sales executive or by contacting corporate sales support, to terminate its participation in the Program, which would mean that it will no longer have access to any of the benefits or linkages set forth in these Terms and Conditions.

4.7 Exclusive Legal Channel

The Partner Company agrees that any claim, dispute, or legal action related to the goods and/or services covered by this agreement may only be brought directly by the Partner Company against LATAM Group. Consequently, individual clients or end users of the products or services may not initiate lawsuits, actions, or legal proceedings directly against LATAM Group or its affiliates. Any claim must be channeled exclusively through the Partner Company, which shall be the only party entitled to exercise contractual or non-contractual actions on behalf of such third parties against LATAM Group or its affiliates.

5. Corporate Contact Center

When Applicable	Exclusively for requests related to the purchase of tickets through our LATAM Corporate Portal and the corporate contact center itself. Depending on the country of contact, the communication method may vary between a contact email and a call center.
What It Resolves	Any issue or inquiry related to the purchase, refund, or exchange of airline tickets. An authorized representative of the Partner Company (i.e., the purchasing officer designated by the Partner Company) must contact the corporate contact center available in their location.
Country Contact Information	https://b2b.corporate.latamairlines.com/un/en/value-proposition/benefits-for-your-company/LATAM-Corporate-Support-24-7

6. General Definitions

Tier Linked Benefits	All benefits granted by the Program to Partner Companies in certain categories, which do not require redemption of LATAM Pass Miles to be enjoyed and are acquired solely by virtue of holding such a category.
Beneficios LATAM Corporate	Benefits granted to those who join the Corporate Partner Program, and to their employees when traveling for business. How to obtain them: The company must be registered in the Corporate Portal. Once a certain volume of corporate travel is reached, it gains access to benefits for its employees or special purchasing conditions.
Discount Contract	A benefit that grants discounts on different Origin-Destination routes negotiated with the company for its exclusive business use, in exchange for sales production or market share targets.
Check in	The process of registering passengers and confirming their seat on the flight. It may be performed up to 48 hours prior to the flight.
Corporate Client	Any entity, whether a civil or commercial corporation, state-owned enterprise, non-governmental organization, non-profit entity, among others, provided it has legal personality, purchases airline tickets institutionally from LATAM Group, and meets the other applicable requirements. For the purposes of the Program, travel and tourism agencies and natural persons may not be considered Partner Companies.
Partner Company	An entity that has a business relationship with LATAM, generally through collaboration agreements, strategic alliances, or shareholding participation. It is the company that becomes part of the Program after meeting the applicable requirements. Travel agencies may not be considered Partner Companies unless LATAM explicitly requests it.
Applicant Company	A company that is not yet part of the Program but is under evaluation by LATAM Group to determine its participation in the Program.
LATAM Group	LATAM Airlines Group S.A. and its subsidiaries LATAM Airlines Perú S.A., LATAM Airlines Ecuador S.A., Aerovías de Integración Regional S.A., LATAM Airlines Colombia, Transportes Aéreos del Mercosur S.A. d/b/a

	LATAM Airlines Paraguay, and TAM Linhas Aéreas S.A. d/b/a LATAM Airlines Brasil, along with their subsidiaries.
Corporate Passenger	Natural persons who are employees or “Eligible Travelers” of the Partner Company, whose updated information has been registered by the Partner Company in the LATAM Corporate Portal.
LATAM Pass Miles	The unit of measurement for the accumulation benefit of the Corporate Partner Program. They may be redeemed for tickets or other services determined by the Program in accordance with its terms and conditions. To redeem LATAM Pass Miles, Partner Companies must transfer their accumulated LATAM Pass Miles to a natural person who must be a LATAM Pass Program member and part of the Partner Company’s Passenger List in the LATAM Corporate Portal. LATAM Group reserves the unilateral right to modify this designation at any time, notifying accordingly in case of such change.
Awards	Tickets or other products or services that may be obtained by redeeming LATAM Pass Miles.
Frequent Flyer Program, LATAM Pass Program, or LATAM Pass	LATAM Group’s frequent flyer program, through which LATAM Pass Miles and Qualifying Points may be accumulated by flying on all routes operated by LATAM Group, subject to the conditions and requirements detailed herein.
Qualifying Points	A unit of measurement of the LATAM Pass program, not equivalent to LATAM Pass Miles. Qualifying Points count toward eligibility for Elite membership categories and are calculated based on U.S. dollars spent on ticket purchases, excluding fees, taxes, and additional services. The amount accumulated depends on a multiplier determined by whether the flight is domestic or international.
LATAM Corporate Portal	The web portal provided by LATAM Group for Partner Companies to access the LATAM Pass Miles accumulation benefit. For more information about the LATAM Corporate Portal, see Annex 3.
Reclassification	A process carried out periodically to evaluate the Tier of the associated Corporate Client. This process may change or maintain the company’s Tier depending on the value of tickets issued during the evaluation period.
Tourcode	An internal code assigned by LATAM Group to Partner Companies with an active LATAM Pass Miles accumulation contract, for the purpose of identifying sales made, regardless of the channel used, and granting benefits associated with each Tier.

Tier	The category or membership level that the Partner Company has within the Corporate Partner Program, based on the tickets it issues annually.
LATAM Fidelidade (Brazil) / LATAM Pass (Outside Brazil)	LATAM Airlines' loyalty program, which allows passengers to accumulate LATAM Pass Miles when traveling on LATAM flights and its partner airlines. These LATAM Pass Miles may be redeemed for airline tickets, cabin upgrades, and other travel-related products or services. Members may also enjoy exclusive benefits such as access to VIP lounges, special promotions, and more.
Corporate Groups	For flights, generally composed of 10 or more people traveling together under the same reservation. This applies to both domestic and international trips. For corporate groups, LATAM allows block reservations to facilitate travel organization, offer preferential fares, and provide special flexibility conditions such as easier changes or cancellations. If the number of passengers is fewer than 10, each reservation is considered individual, and group benefits do not apply.
OBT	Online Booking Tool. A digital platform used to manage corporate travel reservations, primarily for airline tickets, hotels, cars, and other related services. These tools are designed to allow company employees to plan, quote, book, and manage their trips autonomously and in accordance with established corporate travel policies.
Overdue Debt	Any payment obligation that, having reached its contractual due date as stipulated in the agreement, invoice, or equivalent document, has not been fully or partially satisfied by the debtor, generating the immediate enforceability of the outstanding amount and, where applicable, the accrual of corresponding interest, charges, or penalties.

Annex 1: Upfront Discount Enrollment Benefit

The discounts are granted through the Accountcode.

The discount applies at the time of ticket issuance (i.e., upfront), on the published base fare, excluding airport taxes, administrative charges, fuel surcharges, and other applicable charges according to the country of purchase.

These discounts are negotiated globally or locally with each Partner Company, depending on the purchase volume and distribution by country.

To access the Upfront Discount Benefit, the Partner Company must sign a contract with LATAM, in which the discounts and their conditions are established.

To be eligible for the Upfront Discount Enrollment Benefit, Applicant Companies must:

- (i) Provide the information required by the sales team at the time of contract signing.
- (ii) Have been expressly accepted into the Corporate Partner Program and maintain such status without cancellation or revocation in accordance with these Terms and Conditions.
- (iii) Not hold an active accumulation contract with LATAM Group.
- (iv) Not be travel agencies or companies whose corporate purpose is air transportation.

These discounts apply exclusively to the corporate passengers of the Partner Company for business travel conducted in the course of their professional activities. Accordingly, they may not be commercialized in any form. Should evidence of such prohibited practice be found, the benefit will be automatically terminated.

Annex 2: LATAM Pass Miles Accumulation Enrollment Benefit

1. General Conditions

The accumulation of LATAM Pass Miles is a benefit received by the Partner Company each time it flies with LATAM Group.

The LATAM Pass Miles accumulated by the Partner Company may only be used to transfer them to the employees of the Partner Company, by means of transfers to their LATAM Pass accounts. LATAM Pass Miles may not be used as a form of payment within the LATAM Corporate Portal.

The Partner Company may freely determine which employees will receive LATAM Pass Miles, with a maximum transfer limit of 90,000 LATAM Pass Miles per employee, per day.

For further details regarding the countries where miles are accumulated and the applicable accumulation ratios, visit:
<https://b2b.corporate.latamairlines.com/un/en/value-proposition/benefits-for-your-company/mileage-point-accumulation>

2. LATAM Pass Miles

The LATAM Pass Miles accumulated by the Partner Company under the Corporate Partner Program are governed by the Terms and Conditions of the LATAM Pass Program:
https://latampass.latam.com/en_us/discover-latam-pass/terms-and-conditions

3. Responsibility for the Use of Miles

The proper use of LATAM Pass Miles transfers is the sole responsibility of the Partner Company, which must designate one of its employees as administrator. This administrator will have access to the LATAM Pass Miles transfer functionality. LATAM Group shall not be held responsible for internal fraud or misuse of LATAM Pass Miles transfers carried out by the designated administrator. It is the duty of the Partner Company to ensure that such user acts diligently and in accordance with the procedures and policies established by LATAM Group, in

compliance with these Terms and Conditions and with the Terms and Conditions of the LATAM Pass Program.

4.Requirements to Access the Benefit:

4.1 To access the benefit, the Partner Company must:

- a. Create an account in the LATAM Corporate Portal: Partner Companies must complete, sign, and submit the corresponding registration form, accepting this Annex and Annex 3 regarding the use of the LATAM Corporate Portal. The form must include corporate name, full identification number with verification code, administrator, authorized representatives, email address, contact details, billing information, and any other relevant information deemed necessary by LATAM Group. The information provided may be used to validate the user's identity upon logging into the LATAM Corporate Portal through Multi-Factor Authentication (MFA). Depending on LATAM Group's assessment of what is most secure, verification may be required through phone, email, both, or none at the time of access. The processing of personal data will be carried out in strict compliance with applicable local personal data protection laws, ensuring adherence to the principles of lawfulness, purpose, proportionality, security, and confidentiality.
- b. They must have been expressly accepted into the Corporate Partner Program, having accepted the Terms and Conditions, and their status as such must not have been canceled or rendered void in accordance with the provisions of these Terms and Conditions.
- c. They must not hold the Upfront Discount Enrollment Benefit. In the event that the Partner Company has an active Discount Contract with LATAM Group, it shall not be eligible for the LATAM Pass Miles Accumulation Benefit.
- d. They must not be travel agencies, other airlines, or companies with corporate purposes similar to those of LATAM and/or its affiliates.

4.2 Enrollment in the LATAM Pass Miles Program:

- a. The Applicant Company must be domiciled in Chile, Peru, Colombia, Brazil, or Ecuador in order to access the LATAM Pass Miles Accumulation Program and enroll through the current LATAM Corporate Portal, where it may accumulate LATAM Pass Miles.
- b. Partner Companies wishing to update their contact information or that of their employees must do so through the current LATAM Corporate Portal.

- c. Once the enrollment form is completed, additional documents will be requested to validate the company account. LATAM Airlines Group reserves the right to request any documents it deems necessary to ensure the security and proper use of the LATAM Corporate Portal. Once the documents are approved, a welcome email will be sent to the address indicated in the enrollment form, requesting the creation of a password and the accreditation of the user.
- d. If the Corporate Client belongs to a corporate group, there must be a demonstrable legal link between the parent company and its subsidiaries. LATAM Group reserves the right to audit such information. LATAM Group prohibits the use of the Tourcode for the issuance of tickets of subsidiaries that do not belong to the associated holding. If the associated Corporate Client issues tickets for subsidiaries not belonging to the holding, LATAM Group reserves the right to take any actions it deems appropriate, such as disassociating the company from the accumulation program, canceling the company's LATAM Pass Miles, among others.
- e. The information provided in the enrollment request, as well as any updates, is the sole responsibility of the Corporate Client. Companies shall be liable for any damages that may result from inaccuracies or falsehoods in the information provided to LATAM Group.
- f. It is mandatory that the direct employees of the associated Corporate Client included in the passenger list, as well as passengers holding tickets issued through the LATAM Corporate Portal and/or an authorized travel agency, be legitimate, current direct employees of the company and members of the LATAM Pass Program. LATAM Group reserves the right to request the company's employee roster or any necessary documentation to prove the legal connection of the Partner Company with the registered passengers.
- g. The associated Corporate Client shall provide LATAM Group with the personal data contained in its Passenger List upon enrollment through the LATAM Corporate Portal.

Prior to providing this data, the associated Corporate Client undertakes to: Clearly, sufficiently, and timely inform the data subjects of:

- The delivery of their personal data to LATAM Group;
- The purpose of the processing;
- The legal basis authorizing such processing;
- The processing that LATAM Group and/or third parties with commercial agreements linked to the Program will perform;
- The possibility of transmission and/or international transfer of personal data;

- The receipt of communications relating to the use of Program benefits, as well as the redemption of awards and LATAM Pass Miles.
- Obtain prior free, express, specific, and informed consent from each data subject so that their data may be processed by LATAM Group for the purposes described above.

Accordingly, LATAM Group shall be exempt from all liability for any damage, harm, or claim arising from:

- The improper or unauthorized provision of personal data;
- The omission of duties to inform the data subject;
- The lack of valid consent obtained.

LATAM Group may, at any time, require the associated Corporate Client to provide documentary evidence of the consents obtained, and the latter must therefore keep copies of such authorizations in accordance with applicable legislation.

Data subjects may exercise their rights of access, rectification, and updating directly through their profile in the LATAM Corporate Portal, in accordance with applicable local data protection laws.

- h. The associated Corporate Client shall be responsible for ensuring the lawful origin of such data, the accuracy, and timeliness of the information provided to LATAM Group.

The associated Corporate Client must also fully comply with all obligations established in the applicable personal data protection laws, including but not limited to:

- Duty to inform data subjects in advance about the processing of their information;
- Obtaining express, free, specific, and informed consent;
- Guaranteeing the effective exercise of data subject rights (access, rectification, cancellation, objection, and/or portability, as applicable);
- Adoption and implementation of the necessary technical, organizational, and legal security measures to protect the data;
- Compliance with obligations related to reporting data security incidents or breaches to the competent authority and affected data subjects, where applicable;
- Providing clear and accessible information on the mechanisms available for data subjects to exercise their rights.

- i. The email address specified by the Corporate Client may not be a P.O. Box or any other address not covered by regular postal services. LATAM Group is not responsible for the non-delivery of correspondence to such addresses.
- j. Partner Companies acknowledge and accept that they are solely responsible for any payments due—whether taxes, fees, duties, or otherwise—to any person, whether natural or legal, public or private, as a result of the accumulation or use of LATAM Pass Miles, their admission to the Program, or the use of any award or benefit under it.
- k. Any changes to the information provided must be requested by telephone through the LATAM Contact Center, once the identity of the associated Corporate Client is validated, or through LATAM's website. Availability of other channels for submitting changes will be communicated in due course.
- l. Only one account will be permitted per Corporate Client. In the event that two or more accounts exist, the most recent ones will be canceled. All LATAM Pass Miles accumulated in the canceled accounts will be transferred to the original account, provided that such LATAM Pass Miles have not been duplicated across accounts and are not the result of irregularities or fraud.

5. Accumulation of LATAM Pass Miles

5.1 Purchases through an Agency:

For business ticket purchases through agencies to be registered in the name of the Partner Company and considered for LATAM Pass Miles accumulation, the corporate passenger must ensure that the agency correctly enters the Tourcode at the time of purchase. If the agency operates via NDC, instead of the Tourcode, the Partner Company's tax ID must be entered in the "fiscal id" field at the time of issuance.

The correct accumulation of LATAM Pass Miles is the responsibility of both the Partner Company and the agency, who must ensure that the Tourcode or fiscal id is correctly entered, as applicable.

If the Partner Company purchases tickets through a travel agency, such agency may only issue tickets for business purposes and exclusively for employees of the company, with proper authorization from the company. LATAM Group reserves the right to request such authorization at any time.

Neither LATAM Group nor its affiliates shall be responsible for misuse of the account or LATAM Pass Miles transfers by the agency representing the Partner Company. Any abuse or breach of these conditions by the agency may result in the suspension or termination of the Partner Company's LATAM Pass Miles accumulation benefit.

5.2 Purchases through the LATAM Corporate Portal

For business ticket purchases made through the LATAM Corporate Portal to be registered in the name of the Partner Company and considered for LATAM Pass Miles accumulation, the Corporate Passenger must be logged into the LATAM Corporate Portal under the company's user account.

6. Cancellation of the Partner Company Account

In the event of termination of participation in the LATAM Pass Program, or termination of the Program itself, for any reason, all LATAM Pass Miles and Qualifying Points accumulated shall be canceled and may not be used under any circumstance, nor redeemed for tickets, cash, or any other form of compensation.

7. Forfeiture of LATAM Pass Miles

If the Partner Company fails to meet any financial commitment, fee, obligation, or incurs a debt with LATAM Group for any reason, upon the payment due date, LATAM Group reserves the right to deduct the proportional amount of LATAM Pass Miles equivalent to the outstanding debt, or the maximum amount available for compensation, valued as of the taxable date.

If the Partner Company, agency, and/or employee makes improper or inappropriate use of LATAM Pass Miles, Qualifying Points, awards, and/or benefits granted, LATAM Group reserves the right to deduct the proportional amount of LATAM Pass Miles equivalent to the sanction imposed.

Annex 3: Use of the LATAM Corporate Portal

1. Description of the LATAM Corporate Portal

The LATAM Corporate Portal is a web portal provided by LATAM Group so that the associated Corporate Client may stay updated on news and relevant information regarding the Corporate Partner Program, as well as purchase airline tickets and other products and services. The LATAM Corporate Portal is available in Chile, Peru, Colombia, Ecuador, and Brazil.

2. Enrollment in the LATAM Corporate Portal

Partner Companies that choose the LATAM Pass Miles Accumulation Enrollment Benefit and/or choose to self-manage and make purchases through the LATAM Corporate Portal must register in the LATAM Corporate Portal in order to access these benefits.

It should be noted that purchases by travel agencies through the LATAM Corporate Portal are not permitted, unless explicitly authorized by LATAM.

3. Creation of New Companies

- The Partner Company must be domiciled in Chile, Peru, Colombia, Ecuador, or Brazil.
- User creation requests must be made through the following sites:
 - Chile: <https://www.corporate.latamairlines.com/cl/es/registrar-empresa>
 - Brasil: <https://www.corporate.latamairlines.com/br/pt/cadastrar-empresa>
 - Colombia: <https://www.corporate.latamairlines.com/co/es/registrar-empresa>
 - Ecuador: <https://www.corporate.latamairlines.com/ec/es/registrar-empresa>
 - Perú: <https://www.corporate.latamairlines.com/pe/es/registrar-empresa>
- After completing the enrollment form and accepting the Terms and Conditions of both the LATAM Corporate Portal and the Corporate Partner Program, additional documents will be requested to validate the company account and the user's identity. LATAM Group reserves the right to request any documents it deems necessary to ensure the security and proper use of the LATAM Corporate Portal. All information and documents collected will be securely stored, and their processing will be carried out in strict compliance with applicable personal data protection laws, ensuring confidentiality, integrity, and availability of the data, in accordance with the principles and guarantees established under the law.

- LATAM Group reserves the right to approve or reject the company's user request for the LATAM Corporate Portal.
- Applicant Companies must provide detailed information to enroll in the program, including corporate name, identification number, administrator, email, contact details, and billing information.
- It is the sole responsibility of the Applicant Company to provide correct and accurate data, including the verification digit on its tax document, as required by the relevant country. The Applicant Company is also responsible for ensuring the lawful origin of such data and the accuracy of the information provided to LATAM Group, as well as guaranteeing compliance with obligations under applicable data protection laws, including but not limited to: prior information to data subjects, express consent, exercise of rights, adoption of security measures, notification of security breaches, and information on rights enforcement.
- The physical mailing address specified by the Applicant Company may not be a P.O. Box or any type of address not covered by standard postal services. LATAM Group shall not be held responsible for non-delivery of correspondence to such addresses.
- Only one account will be allowed per Partner Company (i.e., one per legal entity). If two or more accounts exist, the most recent will be canceled. All LATAM Pass Miles accumulated in the canceled accounts will be transferred to the original account, provided that such miles were not duplicated across accounts and are not the result of irregularities or fraud.
- Partner Companies must keep their data updated, and any changes must be requested through the LATAM Contact Center or website after validating the Partner Company's identity.
- The information provided by the Partner Company will be used by LATAM Group to manage reservations and flight sales, as well as for billing purposes.
- For more information on the benefits and functionalities of the LATAM Corporate Portal, and to stay up to date with LATAM news, any corporate client may access the LATAM Corporate Portal for informational purposes, without prior registration, via the following links:

Chile: <https://b2b.corporate.latamairlines.com/cl/es>

Brasil: <https://b2b.corporate.latamairlines.com/br/pt>

Colombia: <https://b2b.corporate.latamairlines.com/co/es>

Ecuador: <https://b2b.corporate.latamairlines.com/ec/es>

Perú: <https://b2b.corporate.latamairlines.com/pe/es>

4. Users of the LATAM Corporate Portal

- Users of the LATAM Corporate Portal must be employees of the Partner Company and are assigned access credentials (username and password). Depending on the role assigned, the user will have different levels of access to the Portal's functionalities.
- Roles include:

- **Administrator:** May create and manage users, activate or deactivate them in the LATAM Corporate Portal, and assign them to one or more cost centers. The administrator may also create and manage the passenger list, transfer accumulated LATAM Pass Miles, purchase tickets, use and manage the credit line, download reports, and review and download invoices for all purchases and cost centers.

The administrator user bears sole responsibility for the use and management of the user accounts created. The administrator must ensure that accounts are used appropriately and in compliance with the company's internal policies.

- **Buyer:** May create and manage the passenger list, purchase tickets, use and manage the credit line, download reports, and review and download invoices for their purchases.
- **Analyst:** May create and manage the passenger list.
- Accordingly, LATAM Group shall be exempt from all liability for any action or omission carried out by users registered by the administrator, even if such actions cause harm to the Partner Company or third parties. The Partner Company assumes full responsibility for the risks arising from improper, fraudulent, or unauthorized use of the LATAM Corporate Portal by such users.
- Each Partner Company is responsible for the proper use of its usernames and passwords, as well as the appropriate use of assigned roles. For greater security, LATAM Group recommends periodic password changes, which is the sole responsibility of the client. Neither LATAM Group nor its affiliates shall be liable for fraud related to stolen credentials due to client negligence, nor for internal fraud resulting from misuse of users and roles.
- To log in, LATAM Group may require 2FA (two-factor authentication) or MFA (multi-factor authentication) to validate the client's identity. For this validation, LATAM Group may request contact information such as email and/or cell phone number. It is the sole responsibility of the client to keep this information up to date.

5. Others

Cost Centers	- Cost Centers are financial units within the LATAM Corporate Portal that allow the Partner Company to organize and track expenses related
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	to different areas, projects, or departments. Each cost center can be assigned to one or more users, facilitating cost control and segmentation of expenses generated through the Portal. This provides greater transparency and accuracy in corporate expense monitoring and reporting. - Creation, modification, and deactivation of any cost center may only be performed by an authorized administrator user. This ensures that only individuals with proper permissions may manage these centers. - The relationship between a cost center and a credit line is the sole responsibility of the associated Corporate Client, through the administrator user, who must ensure that such relationship is managed properly and in accordance with company policies. - User access to cost centers is the responsibility of the associated Corporate Client through the administrator user, who must manage and supervise who has access to the cost centers and ensure that only authorized individuals may access them. - Neither LATAM Group nor its affiliates shall be held responsible for issues related to the creation, modification, or deactivation of cost centers, nor for access to them and their users.
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Passenger List	- The Passenger List consists of the passengers and their personal data registered by the administrator user of each Partner Company. This list facilitates ticket reservations and purchases, since it avoids the need to manually enter passenger data in every transaction. - The creation, modification, and deactivation of any Passenger List may only be performed by an authorized administrator user. This ensures that only individuals with the appropriate permissions may manage such lists. Other types of user access to the Passenger List are the responsibility of the associated Corporate Client, who must manage the proper assignment of roles to better control who has access to the Passenger List and ensure that only authorized persons may access it. - It is mandatory that the employees of the associated Corporate Client included in the Passenger List, as well as the passengers of tickets issued through the LATAM Corporate Portal, be legitimate and current employees of the company. LATAM Group reserves the right to request the employee roster or any necessary documentation to prove the legal relationship between the Partner Company and the registered passengers. - The Partner Company shall provide LATAM Group with the personal data

	of its Passenger List at the time of enrollment in the LATAM Corporate Portal. The Partner Company shall not provide LATAM Group with any personal data without first obtaining the express consent of the data subjects, and must inform them of the purpose of the processing, the processing to be carried out by LATAM Group and/or its associated third parties, the possible international transmission and/or transfer, and must have previously obtained the express consent of the data subjects for their delivery and processing by LATAM Group, as well as for receiving information related to the use of Program benefits and the redemption of awards and LATAM Pass Miles. LATAM Group may, at any time, request proof from the associated Corporate Client of the data subject's authorization, for which the Partner Company must retain a copy of such authorization. Data subjects may request access to, update, and rectify their personal data through their profile in the LATAM Corporate Portal. - Neither LATAM Group nor its affiliates shall be responsible for problems or misuse related to the creation, modification, or deactivation of the Passenger List, nor for unauthorized passengers included in tickets issued through the LATAM Corporate Portal. Likewise, neither LATAM Group nor its affiliates shall be liable for the misuse of the corporate account access of the client or its users.
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	- Accordingly, LATAM Group and its affiliates shall be fully released from any liability for any damage, harm, or claim arising from: • The improper or unauthorized provision of personal data; • The omission of the duty to inform the data subject; • The lack of valid consent; • The breach or non-compliance with obligations described in applicable personal data protection laws by the Partner Company.
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6. Conditions of Use of the LATAM Corporate Portal:

1. Content Management and New Functionalities

- **Ownership of Content:** All content on the LATAM Corporate Portal, including texts, images, videos, logos, and any other materials, is the exclusive property of LATAM Group or its respective owners and is protected by copyright and intellectual property laws. Users have no right to use, copy, modify, distribute, or reproduce such content without express authorization.
- **Authorized Use:** Users are entitled to access and use the LATAM Corporate Portal solely for legitimate purposes. Any unauthorized or unlawful use of the platform is strictly prohibited.
- **User Responsibility:** Users are responsible for providing accurate, up-to-date, and complete information when entering their personal data, including email addresses, names, surnames, phone numbers, and credit card information. They must ensure that the information provided is legitimate and does not infringe the rights of third parties. LATAM Group is not responsible for the accuracy or correctness of the information provided by users.
- **Content Updates and Modifications:** LATAM Group reserves the right to update, modify, or remove any content on the Corporate Portal at any time and without prior notice. This may include the addition of new features, the removal of existing ones, or any other changes deemed necessary.

- **Limitation of Liability:** LATAM Group shall not be liable for any damage, loss, or harm that may result from the use of the Corporate Portal, including service interruptions, errors, computer viruses, or other technical issues.
- **Privacy and Data Protection:** LATAM Group will process personal data provided by users in compliance with applicable laws in the country from which the LATAM Corporate Portal is accessed, and in accordance with LATAM Group's Privacy Policy, available at: <https://www.latamairlines.com/uy/en/legal/privacy-policy>. This data will be used exclusively to provide requested services and improve user experience. LATAM Group undertakes to implement and maintain the technical, organizational, and security measures necessary to ensure the confidentiality, integrity, availability, and resilience of personal data, in accordance with applicable legislation and industry best practices.
- **Termination of Access:** LATAM Group reserves the right to terminate or suspend a user's access to the LATAM Corporate Portal in the event of non-compliance with the established terms and conditions.

2.Communication

- **User Responsibility:** Users are responsible for providing accurate contact information and keeping it up to date in the LATAM Corporate Portal. LATAM Group is not liable for any inconvenience or loss resulting from inaccurate or outdated contact information.
- **Communication Security:** LATAM Group will implement reasonable security measures to protect the confidentiality and integrity of communications sent through the LATAM Corporate Portal. However, absolute security of online communications cannot be guaranteed, and users acknowledge and accept the risks associated with sending information via the Internet.
- **Modifications to Communications:** LATAM Group reserves the right to modify or discontinue communications sent through the LATAM Corporate Portal at any time and without prior notice. These modifications may include changes in frequency, content, or the communication channels used.

3.Fraud

- The user of the LATAM Corporate Portal is solely responsible for maintaining the security and confidentiality of their access credentials, including but not limited to usernames, passwords, and any other confidential information related to their account, personal data, and corporate data.

- The Partner Company acknowledges and agrees that the access credentials granted for the use of LATAM systems and platforms are personal and non-transferable, and it is solely responsible for safeguarding their confidentiality and periodically updating passwords for security reasons. LATAM Group and its affiliates shall not be liable for misuse, fraud, disclosure, loss, or unauthorized access of the Partner Company's credentials, nor for any damages resulting from such circumstances.

- To enhance account security, the LATAM Corporate Portal uses a Two-Factor Authentication (2FA) or Multi-Factor Authentication (MFA) system during login. After entering credentials (username and password), the corporate user will be asked for an additional verification code, which will be sent via:
 - Registered email
 - WhatsApp message
 - SMS to the registered phone number

It is the responsibility of the corporate user to ensure that contact information is correct and up to date to receive verification codes. LATAM Group assumes no responsibility for the security of these methods or the proper use of the codes.

- Any transaction or action performed through the LATAM Corporate Portal using the corporate user's credentials and verification code shall be deemed executed by that user, regardless of whether it was performed by the user or by third parties, with or without authorization. In cases of fraudulent or improper account use, the associated Corporate Client shall assume full responsibility for all resulting consequences.

- It is the responsibility of the corporate user to immediately notify LATAM Group, either through its sales executive or by email to LATAM Corporate Support, in the event of suspected fraud, unauthorized use of the account, or misuse of credit cards, debit cards, or other credit lines linked to the account. Such notification will allow measures to be taken to protect the account and mitigate potential damages. However, the corporate user shall remain responsible for any activity carried out prior to such notification. Under no circumstances shall liability rest with LATAM Group.

- Under no circumstances shall LATAM Group be liable for:
 - Omissions, negligence, or delays by the Corporate User in reporting suspected fraud, unauthorized account use, or misuse of financial instruments;
 - Damages resulting from unauthorized, fraudulent, or improper account use by third parties;

- Security failures attributable to the internal management, devices, or connections of the Corporate User or its representatives;
 - Any breach of the duty to safeguard credentials or sensitive information associated with Portal access.
 - The Corporate User assumes full responsibility for the risks arising from the administration, access, and use of its account and expressly releases LATAM Group from any obligation of verification, monitoring, or control over these aspects.
 - The Corporate User undertakes to indemnify and hold harmless the LATAM Corporate Portal provider, as well as its affiliates, officers, employees, and representatives, from any claim, sanction, loss, or legal action resulting from incidents caused by its acts, omissions, or misuse of the Portal, including but not limited to contractual, regulatory, or data protection breaches.
- LATAM Group complies with all industry-standard security regulations to protect user information and ensure the integrity of transactions. This includes encryption protocols, periodic security audits, and the implementation of best practices for safeguarding sensitive data.
 - LATAM Group reserves the right to conduct periodic verifications and audits of accounts to ensure compliance with these terms and conditions. Corporate users must cooperate by providing required information in a timely manner.
 - If unusual behaviors or transactions indicating possible fraud are detected, LATAM Group reserves the right to temporarily block account access and/or use as a preventive measure, to protect the client and their data.

If no fraud is confirmed, the client may request account reinstatement, for which LATAM may require identity verification and/or relevant data as an additional security measure.

4. Additional Fees and Service Charges

4.1 Additional Fees

- Description: Users acknowledge and agree that, in addition to the cost of flight tickets, additional fees may apply for purchases made through the LATAM Corporate Portal. These may include seat selection, insurance, ticket category upgrades, additional baggage services, or other available services. Such fees may be subject to change and

may vary depending on availability, purchase date, and other factors. Users must carefully review prices and service details before purchasing.

- **Price Information:** LATAM Group will provide clear and accurate information regarding additional fees on the LATAM Corporate Portal.
- **Acceptance:** By making a purchase through the LATAM Corporate Portal, users agree to pay the corresponding additional fees for selected services. These fees will be added to the total purchase cost and clearly displayed before the transaction is finalized.
- **Payment Methods:** Users must provide a valid and authorized payment method to cover both ticket costs and any additional fees. LATAM Group accepts various payment methods, including credit cards, credit lines, LATAM Wallet, or others specified in the LATAM Corporate Portal.
- **Cancellations and Refunds:** Additional fees may be subject to specific cancellation and refund policies. Users must review applicable conditions before purchasing. In cases of cancellation or reservation changes, additional charges may apply, or partial refunds may be issued, depending on the established policies.
- **User Responsibility:** Users are responsible for reviewing and understanding additional fees prior to purchase. LATAM Group shall not be liable for inconveniences or losses arising from misunderstanding or non-payment of such fees.

4.2 Service Charges

- When issuing tickets through the LATAM Corporate Portal, a service charge will apply for sales points in Chile and Peru.
- Values can be reviewed at: <https://b2b.corporate.latamairlines.com/un/en/corporate-portal-benefits/accumulate-miles-or-discounts>

5. Changes and Refunds

- The after-sales management of tickets issued through the LATAM Corporate Portal is carried out in the “My Orders” section and may only be performed by the order administrator or a user with administrator privileges on the company account.
- **Cancellations:** Ticket cancellations are available exclusively for tickets purchased through the LATAM Corporate Portal on the same day the cancellation is requested.

Such cancellations result in a full refund of the amount paid. Tickets purchased on prior days are not eligible for cancellation through the LATAM Corporate Portal. The possibility of cancellation will depend on the fare conditions of the purchased ticket.

- Changes: Ticket changes may be made either through the LATAM Corporate Portal or the Corporate Contact Center, whose contact numbers are listed in Section 5 of the Corporate Partner Program Terms and Conditions. Depending on the purchased fare, changes may be subject to a change fee and/or an additional charge for fare differences between the original and new tickets. Conditions and availability of changes are determined by the fare policies of the purchased ticket.
- Refunds: Refund requests may be made either through the LATAM Corporate Portal or the Corporate Contact Center. Like changes, refunds may be subject to a refund fee. Eligibility for refunds and applicable conditions depend directly on the purchased fare and associated fare policies.
- LATAM Group shall not be responsible for issues arising during the cancellation, change, or refund process of tickets purchased through the LATAM Corporate Portal. It is the responsibility of the corporate user to ensure that these processes are completed correctly.