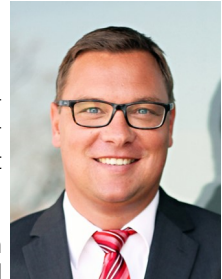


From the desk of Dr. André Schulz

8 July 2022

Dear Esteemed Business Partner,

The past two years severely restricted airlines around the world in their operations for lengthy periods, preventing them from performing key business objectives, whilst our Lufthansa Group employees and our valued customers patiently waited for our flight operations to return to regular services.



Summer in the Northern Hemisphere is already upon us, and all professionals involved in aviation around the world are working around the clock. I'd like to offer you our full transparency and honesty as we acknowledge that with the very complex re-start of the air transportation system, coupled together with the significant increase of travelers, we could not foresee that a rebound in travel would happen at this rapid pace. Whilst our own Lufthansa Group resources are still not at the desired level, we are facing very limited resources at our infrastructure partners, i.e. airports, ground handling agents, security and catering providers. Our agency support desks and service centers too, have been inundated with calls and emails as a result of our short-term flight cancellations which Lufthansa Group had to implement in order to stabilize our operations at our hubs.

I would like to personally assure you that all our employees are working at full steam and to their limits at the moment. Unfortunately, still we are unable to ensure that the usual reliability and punctuality expected of Lufthansa Group by our customers and business partners is met each day – for this, I can only offer you our sincerest apologies. Even with our efforts to recruit new personnel globally, this too will take time and the desired stabilizing effects should be seen only after the current summer peak of 2022. With this in mind, I would kindly like to ask for your understanding that our Account Managers will be at your disposal during their regular working hours, offering you their full support. Based on this understanding, please be aware of some important information which will help assist our travel agency partners when our mutual customers are affected by an involuntary flight cancellation and/or rebooking:

- *Inform your customer to always **plan their journey with enough time ahead**, allowing for any unforeseen changes*
- *Important information pertaining to **involuntary schedule changes, short term flight cancellations and rebookings** can be found in our latest [update on Lufthansa measures in the current situation](#)*
- *Information for customers with **baggage irregularities** can be found [here](#)*
- *In case your Lufthansa Group Account Manager is not available at the time of your request, please **get in touch with our dedicated Travel Agency Support Desk**: LHG.agtsupport.ZA@dlh.de or +27 (0)21 427 7919*
- *Our dedicated passenger **Service Center for direct customer support** can be contacted at: **0800 007491***

My team and I will be doing everything in our power to provide you with the best possible service in the coming weeks, even under the current challenging circumstances facing us. Together with our business partners and customers, **we are in this together** and we hope for your understanding, should your planned journey not yet go quite as expected. Thank you again for your loyalty and ongoing support!

Yours in Travel,

Dr. André Schulz

General Manager Southern & East Africa