

FREQUENTLY ASKED QUESTIONS ABOUT CARGO REWARDS



1. What requirements does my company need to meet in order to become a member of Cargo Rewards?

Your company must ship 500 tons or more in a calendar year (from January 1st until December 31st) with LATAM Airlines and its cargo affiliates.

2. What types of companies qualify to Cargo Rewards?

Cargo Rewards is a program designed exclusively for freight forwarders. Shippers and/or consignees do not qualify for Cargo Rewards.

3. Can domestic cargo shipments accumulate reward points?

No. At the moment domestic cargo shipments do not accumulate points for our Cargo Rewards program.

4. What benefits are associated with Cargo Rewards?

If you are member of Cargo Rewards you receive 250 *Cargo Credits* for each ton shipped with LATAM Cargo's airway bills. Your *Cargo Credits* are available as LATAM Pass Miles/Points: 1 *Cargo Credit* = 1 LATAM Pass Mile/Point. If you are in US, BR, CA, MX, PY or Europe, you will get LATAM Pass Points; otherwise you will get LATAM Pass Miles.

5. What can I use these rewards for?

You may redeem your Miles/Points for airline tickets on LATAM and all other oneworld affiliates' flights. In addition, if your account is registered in Chile, Peru, Ecuador or Argentina you may redeem your Miles/Points for products in our catalog.

For more information go to www.latam.com and choose your country. Go to the Frequent Flyer menu and select the *How to use your Miles/Points* option.

6. Who can use the benefits?

Anyone approved by the company that receives these rewards.

7. When do my Cargo Credits expire?

Cargo Credits work the same way as LATAM Pass Miles/Points, this means that they expire December 31st of the subsequent year to which they were credited. For example: *cargo credits* received during 2015 will expire in LATAM Pass on December 31st 2017.

8. How can I redeem the rewards?

You may redeem your Miles/Points earned through Cargo Rewards by going to www.latam.com and logging into your company's LATAM Pass account. You may also redeem your Miles/Points

through the contact center; however a service fee may apply. This fee is in addition to any boarding fees, taxes, and currency changes, and is based on the type of ticket you redeemed. This amount is associated with the assistance of a LATAM Airlines executive when making a reservation or purchasing a service. The amount of this charge is different according to the country where you request it. You can review the charge for your country in the table titled [Tariff Charges](#). If you redeem your Miles/Points through our website, the service fee will be waived.

9. If I have enough Miles/Points for an Elite Category in LATAM Pass, why does my account not belong to an Elite category?

The Miles/Points accumulated due to the tonnage transported do not qualify for Elite Categories in LATAM Pass.

10. How can I find my LATAM Pass member number that I receive for being part of Cargo Rewards?

Once you accept the invitation to become a member of Cargo Rewards, you will receive an email from LATAM Pass with your member number and instructions to set up your account. If you need further assistance, please contact cargorewardsteam@latam.com and we will gladly assist you.

11. Where can I find a tutorial on how to redeem my rewards?

You can find a tutorial on www.latamcargo.com under our Cargo Rewards section. You will also be able to find links to the LATAM Pass [Help Center](#).

12. What should I do if there are Miles/Points missing from my account?

You may contact Cargo Rewards team at cargorewardsteam@latam.com with the tonnage and Miles/Points for the month under revision. Remember: for each ton you receive 250 Miles/Points.

13. Could LATAM Cargo give me Miles/Points in advance if I am missing some Miles/Points for my trip?

No. If you need more Miles/Points for a certain trip, you may purchase them online.

14. How long does it take for the Miles/Points to appear in the LATAM Pass statement once the cargo has been transported?

Normally, Miles/Points are credited in your LATAM Pass account in the first 15 days of the month after the cargo has been transported. For the tons transported in March, Miles/Points will be deposited in the account no later than April 15th.

15. Can I transfer my Miles/Points to another LATAM Pass account?

In LATAM Pass there is the option to transfer Miles/Points to other accounts; however, the Cargo Rewards terms and conditions dictate that this cannot be done.

FREQUENTLY ASKED QUESTIONS



16. How can I use my LATAM Pass Miles/Points?

There are a number of ways you can redeem your LATAM Pass Miles/Points:

- Redeem flights to more than 700 destinations on LATAM or other oneworld associated airlines.
- You may also use your Miles/Points towards products in our [LATAM Pass catalog](#) (available in Chile, Peru, Ecuador and Argentina).
- You cannot redeem the Miles/Points accumulated through Cargo Rewards for upgrades, because these Miles/Points do not qualify for Elite Categories. What you can do is redeem your Miles/Points for tickets in Premium Business and Premium Economy Class.

17. Are the tickets confirmed or stand by?

The tickets issued with LATAM Pass Miles/Points are confirmed.

18. How can I redeem a ticket to fly on LATAM?

The most convenient and fastest way to redeem a ticket on LATAM is on our website. You can also redeem a ticket by calling the Contact Center and paying the associated [service charges](#). If you redeem through a travel agency, you have to pay their corresponding service charge (priced by the agency).

19. How can I redeem a ticket to fly on an eligible oneworld airline?

If you want to redeem your Miles/Points with an eligible oneworld airline with no legs on LATAM you may do so online. However, some routes are not available on our website and must be redeemed through the Contact Center.

20. Can I redeem my Miles/Points for a multiple destination ticket?

Yes, except if the trip has one or more legs with Iberia. In order to process this special request, you must call the contact center.

Multiple destination tickets are those that have multiple consecutive stops with the condition that the last stop must be the same as the initial departure airport.

21. Can I redeem my Miles/Points for one way tickets?

No. You cannot redeem your LATAM Pass Miles/Points for one-way tickets.

22. How many Miles/Points do I need to redeem a trip?

The amount of Miles/Points depends on the destination and cabin in which you would like to travel. To have an idea on how many miles you need for your travel preference, see our [how many KMS for your Trip](#) section. The exact amount for a trip is known at the time of redemption.

23. How many Miles/Points do I need to redeem a flight that includes one or more legs with another airline?

This depends on the route and distance of your trip. You can calculate it using the tables in our section [how many Miles/Points for your trip](#). Remember, if the route you want contains legs with American Airlines, Qantas or Iberia, you can see it in the redemption process.

24. When I look up a certain route, why do I not see any available flights?

Some routes are not available on our website and must be redeemed through the Contact Center. It may also be that there is no flight availability for the route requested.

25. Can I change or return a ticket redeemed with LATAM Pass Miles/Points?

Yes, as long as it complies with the conditions of the reward however there might be a fee associated. You can find this information on the Sales Receipt that we send to your email address at the time of redemption. You can also review this information on the rules or details of your Ticket (sent by email or under *my trips* section).

In order to perform the return or make a change, you must call the Contact Center. The Miles/Points will be credited back to the LATAM Pass account statement of the member that made the redemption, provided the following conditions are fulfilled:

- The ticket has not been used and is valid.
- The request is made up to the same date as the trip.
- The redeemed Miles/Points have not expired.

26. Can I change the route/date of a ticket redeemed with LATAM Pass Miles/Points after the flight has departed?

You can make a change of date or route providing that the premium conditions allow it and that you fulfill the following conditions:

- The fare is current and valid
- You requested the change before the original date and time of the flight.

In case of a route change, the new destination must be within the same zone of the redeemed reward. If a difference of Miles/Points exists, we will discount them from the account of the member who submitted the original redemption.

Depending on the notice you give us regarding the change, we will apply different charges that you can find on our [LATAM Pass Surcharge Table](#).

27. Can I get a refund on a ticket redeemed with LATAM Pass Miles/Points through the website?

No. To process a refund on tickets redeemed with LATAM Pass Miles/Points you need to call the Contact Center. The Refund Form available on our website is only for passengers who have purchased their tickets with cash and with a fare that allows a refund.

28. Can I purchase the remaining LATAM Pass Miles/Points that I am missing to redeem the ticket I want?

Yes, you just have to go to the Purchase LATAM Pass Miles/Points section in the website. The minimum Miles/Points that you can purchase is 1000 and the maximum is 250000. The value is USD 0.032 per Mile/Point, and they will remain valid for 3 years from the date of purchase.

29. Can I request an upgrade to Premium Economy or Premium Business?

No, because our account does not belong to the Elite categories. What you can do is redeem your Miles/Points for tickets in Business Class.

30. Do I get access to a VIP lounge for being part of Cargo Rewards?

Members of Cargo Rewards do not have access to any VIP lounge.

31. How many bags can I carry on my trip?

All passengers are entitled to carry hand baggage in the cabin and baggage in the cargo hold of the aircraft. The weight and number of pieces allowed depends on the route and type of fare that you have. You can review the exact details of your flight by going to the Calculate Your Baggage section or reading our general policy in the Baggage Information section.

32. If I have more questions related to LATAM Pass and its redeemable rewards, who can I contact?

All the questions regarding the use of LATAM Pass Miles/Points may be answered by the contact center. If you have any questions about Cargo Rewards and the amount of Miles/Points accredited with respect to the tonnage transported, you can write us at cargorewardsteam@latam.com.