



Customer FAQ

1. What was announced?

- GOL and its subsidiaries have voluntarily filed for Chapter 11 in the United States Bankruptcy Court. Chapter 11 is a legal process that businesses use to raise capital and restructure their finances while continuing to operate as normal, subject to supervision and approval by the U.S. court system.
- GOL has received a financing commitment for US\$950 million in new debtor-in-possession ("DIP") financing from members of the Ad Hoc Group of Abra Bondholders, as well as certain other Abra bondholders.
- This new financing is subject to court approval and, together with cash generated from ongoing operations, will provide substantial liquidity to support operations in the normal course during the financial restructuring.
- This process will enable GOL to further expand our position as a leading airline in Latin America while maintaining our purpose of 'Being the First for All'.
- We are confident the steps we are taking will allow us to offer the lowest cost fares with exceptional travel experiences to our customers across an increasing number of routes.

2. What is Chapter 11? What does it mean to file for "protection" under Chapter 11?

- The Chapter 11 process is a well-established legal process in the United States that is recognized by other countries around the world.
- The process is a temporary one that, according to U.S. law, allows companies to complete financial restructurings under the supervision of the United States court system.
- A Chapter 11 filing generally halts all collection and enforcement efforts with respect to funds that may be owed by the Company prior to the filing.
- Most importantly, this process is not a liquidation and GOL will continue to operate.
- Many airlines have used the Chapter 11 process over the years to strengthen their operations.
- We are confident that through this process, we can continue to further expand our position as a leading airline in Latin America while maintaining our purpose of 'Being the First for All'; the steps we are taking will allow us to offer the lowest cost fares with exceptional travel experiences to our customers across an increasing number of routes.
- Additional information, including an infographic outlining this process, is also available on our Chapter 11 website at www.GolFirstForAll.com.

3. Why did GOL file for Chapter 11 in the U.S.?

- The Chapter 11 process is a well-established legal process in the United States that is recognized by other countries around the world.
- The process is a temporary one that, according to U.S. law, allows companies to complete financial restructurings under the supervision of the United States court system.
- GOL has undertaken significant efforts to provide the best, most reliable travel experience for our customers, while improving our profitability and financial position.
- We have made outstanding progress to date and believe that this process will allow us to address the challenges facing our industry while we maintain our high standard of service to our customers.

4. What do you hope to accomplish through this process?

- GOL will use this process to restructure its near-term financial obligations and strengthen its capital structure for long-term sustainability.
- The Company expects to emerge from this process with a significant investment of new capital, inclusive of the new US\$950 million in DIP financing, enabling GOL to expand its position as a leading airline serving Latin America.
- The steps we are taking will allow us to offer the lowest cost fares with exceptional travel experiences to our customers across an increasing number of routes.
- We are confident that through this process, we can continue to further expand our position as a leading airline in Latin America while maintaining our purpose of 'Being the First for All.'

5. How will the filing affect day-to-day operations at GOL?

- With the support of the court-supervised process and the additional liquidity from the DIP financing, GOL's passenger flights, its GOLLOG cargo flights, Smiles Loyalty program and other company operations are continuing in the normal course.
- The Company will continue providing safe and reliable air travel service at a low cost, providing the best travel experience to its customers.
- Customers should continue to arrange travel and fly in the same manner they always have, including the use of tickets and vouchers, and the accrual, purchase and use of miles earned through Smiles.
- The Company will pay commercial partners and suppliers in the ordinary course for goods and services provided on or after the filing date during its U.S. court process.

6. When do you expect to conclude the Chapter 11 process?

- The Company is committed to working through this process as efficiently as possible.

7. How will the Chapter 11 process impact customers?

- This legal process allows for companies to strengthen their financial position while continuing to operate as usual, subject to supervision and approval by the U.S. court system.
- With the support of the court-supervised process and the additional liquidity from the DIP financing, GOL's passenger flights, its GOLLOG cargo flights, Smiles Loyalty program and other company operations are continuing in the normal course.
- GOL customers should continue to arrange travel and fly in the same manner they always have, including the use of tickets and vouchers.
- GOL customers will continue to accrue miles when they fly with GOL and can continue to purchase and redeem miles earned through Smiles.
- GOL plans to honor customer obligations, including ticket refunds, travel coupons and payments or credits associated with baggage or service claims, in adherence with the Company's current policies.

8. Will GOL's code-sharing agreements with other airlines (such as partnerships with American Airlines, KLM and Air France) be impacted by the Chapter 11 process?

- GOL's codeshare and interline agreements will continue to be available to customers.

9. Will flights be canceled? Will GOL maintain all its daily flights? Could any routes be canceled because of Chapter 11?

- GOL will continue operating in the normal course through this process.
- Our flights are operating as scheduled with all tickets and reservations remaining valid.
- With a significantly strengthened financial position and additional financial flexibility, we will be able to offer the lowest-cost fares with exceptional travel experiences to our customers across an increasing number of routes.

10. Will GOL be able to maintain its safety standards and investments in maintenance?

- We will continue to uphold the highest standards of safety throughout this process.
- The steps we are taking will allow us to offer the lowest cost fares with exceptional travel experiences to our customers across an increasing number of routes.
- This process will enable GOL to further expand our position as a leading airline in Latin America while maintaining our purpose of 'Being the First for All.'

11. How will the Smiles Loyalty program be affected? What will happen to my Smiles Loyalty account?

- Customers can continue to accrue miles when they fly with us and can continue to purchase and redeem miles earned through Smiles.
- GOL plans to honor customer obligations, including ticket refunds, travel coupons and payments or credits associated with baggage or service claims in adherence with the Company's current policies.

12. Will my Smiles account be canceled? What will happen to my miles?

- Customers can continue to accrue miles when they fly with us and can continue to purchase and redeem miles earned through Smiles.
- GOL plans to honor customer obligations, including ticket refunds, travel coupons and payments or credits associated with baggage or service claims in adherence with the Company's current policies.

13. Are there any changes to the GOL Smile card?

- No. GOL Smiles card rules will not change during this period.
- Customers will be able to purchase the card with the partner banks: Banco do Brasil, Bradesco and Santander, in the following variants: Infnit, Platinum, Gold and International.

14. Will tickets issued with airline partners be honored as normal? If I want to cancel the tickets, will I be exempt from cancellation fees?

- There are no changes to our codeshare or interline agreements, which will continue to be available to customers.

15. Will the Chapter 11 filing impact any credits or vouchers I hold for future flights?

- No. Customers will be able to use tickets purchased before we initiated this process and vouchers will remain redeemable.

16. Can I still use my GOL gift card?

- Yes. Customers will be able to use gift cards purchased before we initiated this process.

17. Will there be any change to the amenities provided by GOL?

- There will be no changes to the amenities provided by GOL as a result of this process.
- You can be confident that you can continue to depend on GOL for safe, reliable air travel and high-quality service.
- GOL continually evaluates options to improve the customer travel experience.

18. I have already booked tickets for a future trip. Will my reservation be honored?

- Yes. You will be able to use tickets purchased before we initiated this process.
- All customers who have booked travel or will purchase flights during this period can be confident that they can rely on GOL for their travels.

19. I have a pending refund request. Will GOL honor it?

- GOL plans to honor customer obligations, including ticket refunds, travel coupons and payments or credits associated with baggage or service claims in adherence with the Company's current policies.

20. Will GOL's prices change as a result of the process?

- GOL is continuing to operate in the normal course.
- There should be no changes to pricing as a result of this process.
- With a significantly strengthened financial position and additional financial flexibility, we will be able to offer the lowest cost fares with exceptional travel experiences to our customers across an increasing number of routes.

21. Will there be any changes to your GOLLOG program?

- We plan to honor and maintain our existing customer programs, including our GOLLOG program.

22. Who can I contact if I have additional questions?

- Additional information is also available on our Chapter 11 website at www.GoFirstForAll.com.