



Dear Valued Partner,

At GOL, we are committed to expanding our position as a leading airline in Latin America while offering our customers low-cost fares and exceptional travel experiences. In support of this goal, today, we are taking a strategic step to strengthen our foundation and position GOL for long-term success by **voluntarily** initiating a U.S. Chapter 11 process that will help us restructure our financial obligations and improve our operations. The 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. This court-supervised process has been used successfully by many international airlines.

Here are the key things our agency partners should know as we take steps to make GOL an even better airline:

For our agency partners:

- **There will be no impact on our partners as a result of this process.** The U.S. process allows us to continue operating without interruption, and there will be no changes to how we work with you.
- **We have substantial liquidity to support our continued operations and meet our obligations to you.** We have received financing commitments for US\$950 million in new financing from members of the Ad Hoc Group of Abra Bondholders, as well as certain other Abra bondholders. This financing is subject to court approval and will, together with the cash generated by our business, support operations in the normal course during the financial restructuring.
- **GOL will maintain our corporate loyalty program and continue paying commissions to our agency partners.** This includes commissions associated with ticket sales completed before the Chapter 11 filing, which we plan to pay as they become due in accordance with our normal practices subject to court approval.
- **This process will allow us to move forward as an even stronger partner to you.** With a significantly strengthened financial position and additional financial flexibility, we will be able to offer low-cost fares with exceptional travel experiences to our customers across an increasing number of routes.

For customers:

- **There will be no impact on our customers as a result of this process.**
- **Our flight schedules and reservations remain in place.** Our flights are operating as scheduled with all tickets and reservations remaining valid.
- **We will continue providing the best passenger air travel service.** Customers should continue to arrange travel and fly in the same manner they always have, including the use of tickets and vouchers. GOL plans to honor customer obligations, including ticket refunds, travel coupons and payments or credits associated with baggage or service claims in adherence with our current policies.

- **Gol will honor all Smiles miles, benefits and other services.** GOL's Smiles Loyalty Program remains in place with no changes to how miles are earned or redeemed. GOL Customers can continue to accrue miles and purchase and redeem miles earned through Smiles.
- **Customers can continue to benefit from partnerships.** Our codeshare and interline agreements will continue to be available to customers.

We will keep you informed as we make progress in this process. Additional information is available on our Chapter 11 website at www.GolFirstForAll.com. Should you have any questions about this development, please do not hesitate to reach out to your typical company contact.

Court filings and other information related to the proceedings are available on a separate website administrated by the Company's claims agent, Kroll Restructuring Administration LLC ("Kroll"), at <https://cases.ra.kroll.com/GOL>, or by calling Kroll at 844.553.2247 (U.S./Canada) (toll free) or +1.646.777.2315 (International).

On behalf of all of us at GOL, thank you for your continued partnership. We look forward to continuing to improve affordability, travel experience and customer choice as we maintain our purpose of 'Being the First for All'.

Sincerely,

Celso Ferrer
Chief Executive Officer, GOL