



Partner 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. Will partners / suppliers be paid for goods shipped and services provided to GOL on or after the petition date?

- We are continuing to pay our partners and suppliers for all goods and services provided on or after the filing date consistent with existing practices.
- This means that any invoice for goods and service received on or after January 25, 2024, the Company expects to pay on time.
- Further, the United States laws for Chapter 11 provide a priority status for payments of goods and services received after filing. Subject to court approval, which we expect to be granted, we can and will pay for such purchases in the normal course of business.

8. Will partners / suppliers be paid for goods shipped and services provided to GOL prior to the petition date?

- Payment of amounts owed for goods and services provided prior to the filing date will be determined by the Court supervised process.
- If you provided goods or services before the filing date and have not been paid, you can file a proof of claim for the amount owed to you.

9. What is a proof of claim?

- A proof of claim is a form filed that asserts a creditor's claim(s) against the Company and provides support for such claim(s). The Court will set a "Bar Date" by which all Proofs of Claim must be filed to preserve creditors' rights to payment.
- To protect the right to be repaid by the debtor in the bankruptcy case, it is important to file a proof of claim before the Bar Date.
- Proof of claim forms and other information about the claims process are available on a separate website administered by GOL's claims agent, Kroll Restructuring Administration LLC ("Kroll"), at <https://cases.ra.kroll.com/GOL>.

10. Will GOL continue to transact with its partners and suppliers in the ordinary course of business?

- Yes. We are continuing to pay our partners and suppliers for all goods and services provided on or after the filing date consistent with existing practices.
- This means that any invoice for goods or services received on or after January 25, 2024, the Company expects to pay on time.
- If you provided goods or services before the filing date and have not been paid, you can file a proof of claim for the amount owed to you.

11. Will partners and suppliers continue to be paid in a timely fashion?

- Yes. We are continuing to pay our partners and suppliers for all goods and services provided on or after the filing date consistent with existing practices.

12. Now that GOL has filed for Chapter 11, may I terminate or renegotiate my contracts with GOL?

- If you have a contract with GOL, U.S. laws relating to the Chapter 11 process require that you continue to perform services or provide goods under that agreement and in accordance with its terms unless the Court permits you to stop.

13. Why should I sell you goods and services now?

- The United States laws for Chapter 11 provide a priority status for post-petition purchases – goods and services received after filing. Subject to court approval, which we expect to be granted, we can and will pay for such post-petition purchases in the normal course of business, in accordance with the terms of our purchasing agreements.

14. I believe I am owed money. How do I file a proof of claim?

- Proof of claim forms and other information about the claims process are available on a separate website administered by GOL's claims agent, Kroll Restructuring Administration LLC ("Kroll"), at <https://cases.ra.kroll.com/GOL>.
- Information is also available by calling Kroll at 844.553.2247 (U.S./Canada) (toll free) or +1.646.777.2315 (International).

15. Will future travel be affected?

- GOL will continue operating, working with our partners and serving our customers during this process.
- Customers should continue to arrange travel and fly with GOL in the same way they always have.
- We expect to honor current contracts and continue to sell and distribute our products through all channels both direct and indirect.

16. Will you continue working with my agency?

- Yes. GOL will continue operating, working with our partners and serving our customers during this process.
- Customers should continue to arrange travel and fly with GOL in the same way they always have.
- We expect to honor current contracts and continue to sell and distribute our products through all channels both direct and indirect.

17. Will I continue to be paid commission throughout the Chapter 11 process?

- We will continue paying commissions to our agency partners.
- This includes commissions associated with ticket sales completed before the Chapter 11 filing, which we expect to pay as they become due in accordance with our normal practices subject to court approval.

18. Will I be paid commission for pre-petition ticket sales?

- We are seeking Court authorization to pay commissions earned prior to the filing, which we expect to receive.
- This includes commissions associated with ticket sales completed before the Chapter 11 filing, which we expect to pay as they become due in accordance with our normal practices, subject to court approval.

19. Will you honor tour operators' contracts?

- We plan to honor any prior obligations owed to tour operators, as well as to continue paying undisputed claims for customer refunds, subject to court approval.

20. Will you honor charter services reservations?

- We plan to honor any prior charter services reservations, as well as to continue paying undisputed claims for customer refunds, subject to court approval.

21. Will my point of contact at GOL change?

- No. If you have any questions, please continue to reach out to your usual GOL contact.
- We will keep you informed as we make progress in this court-supervised process.

22. How can I obtain more information?

- We will keep you updated on our progress as there is information to share.
- In the meantime, please reach out to your usual GOL contact with any questions.
- Court filings and other documents related to the Chapter 11 process in the United States of America are available on a separate website administered by GOL's claims agent, Kroll Restructuring Administration LLC ("Kroll"), at <https://cases.ra.kroll.com/GOL>.