

IATA
WINGS
OF CHANGE
AMERICAS

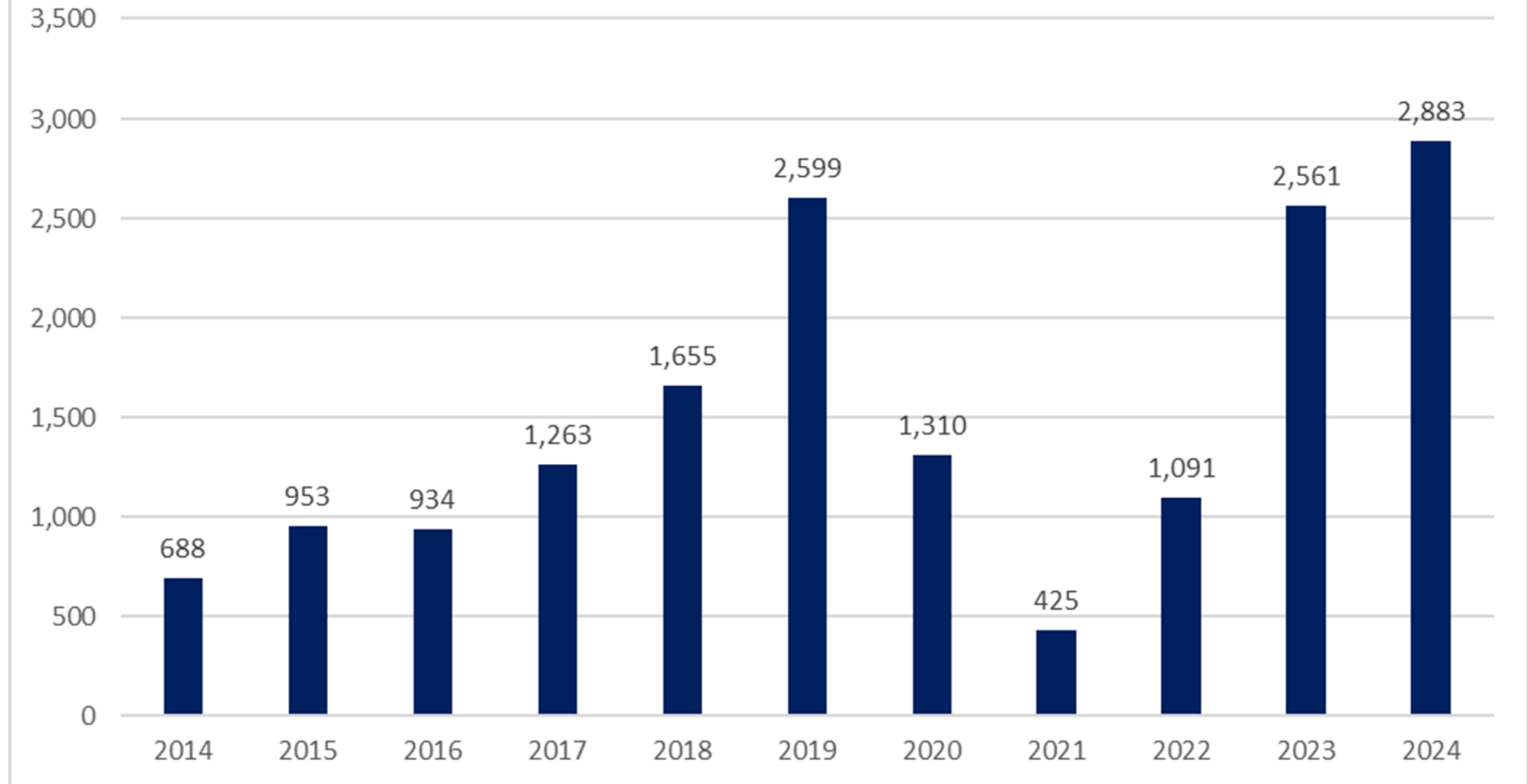
Airlines in Brazil: Litigation Excesses & Dilemma?

#IATAWOCA

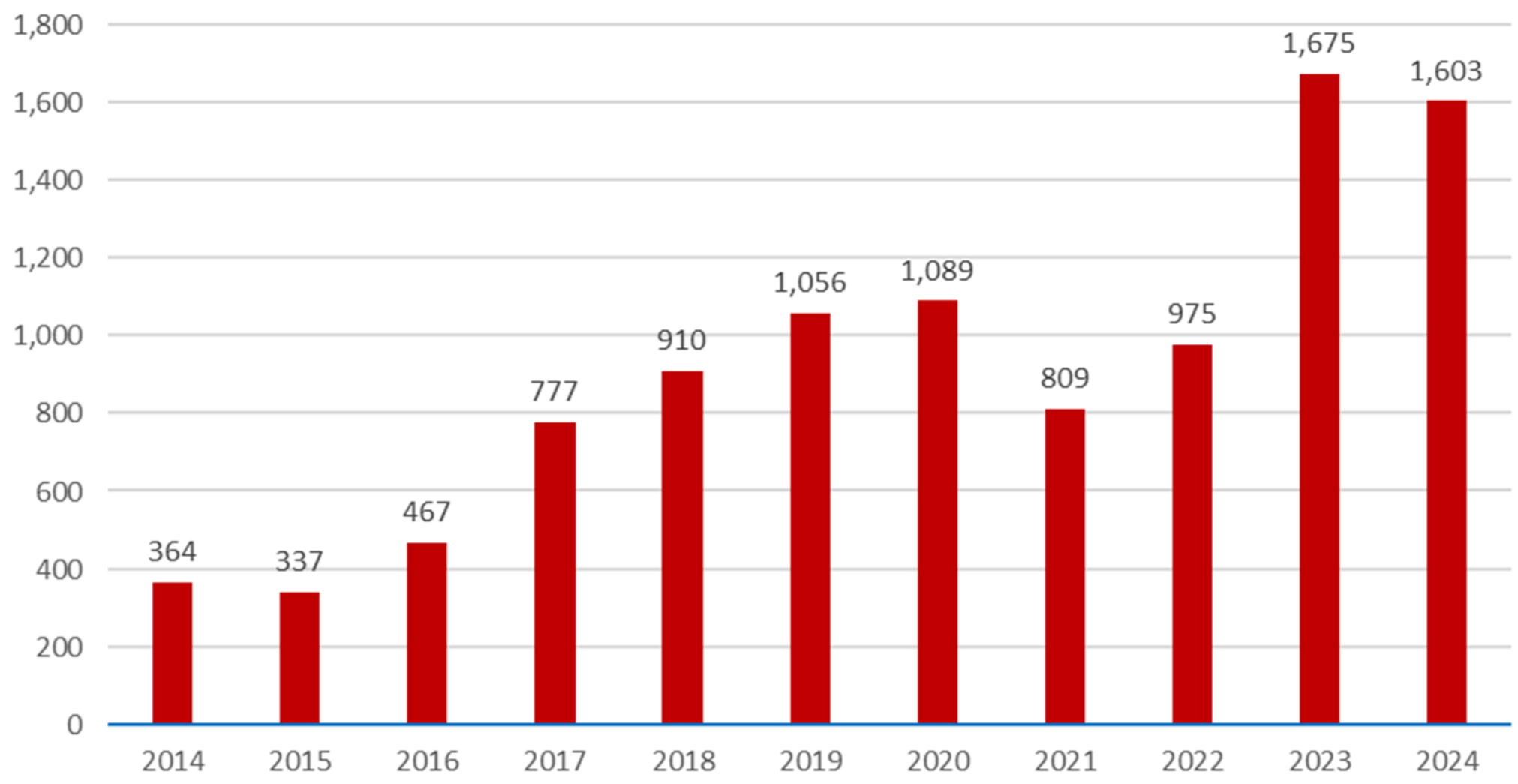
Host Airline
avianca
A STAR ALLIANCE MEMBER



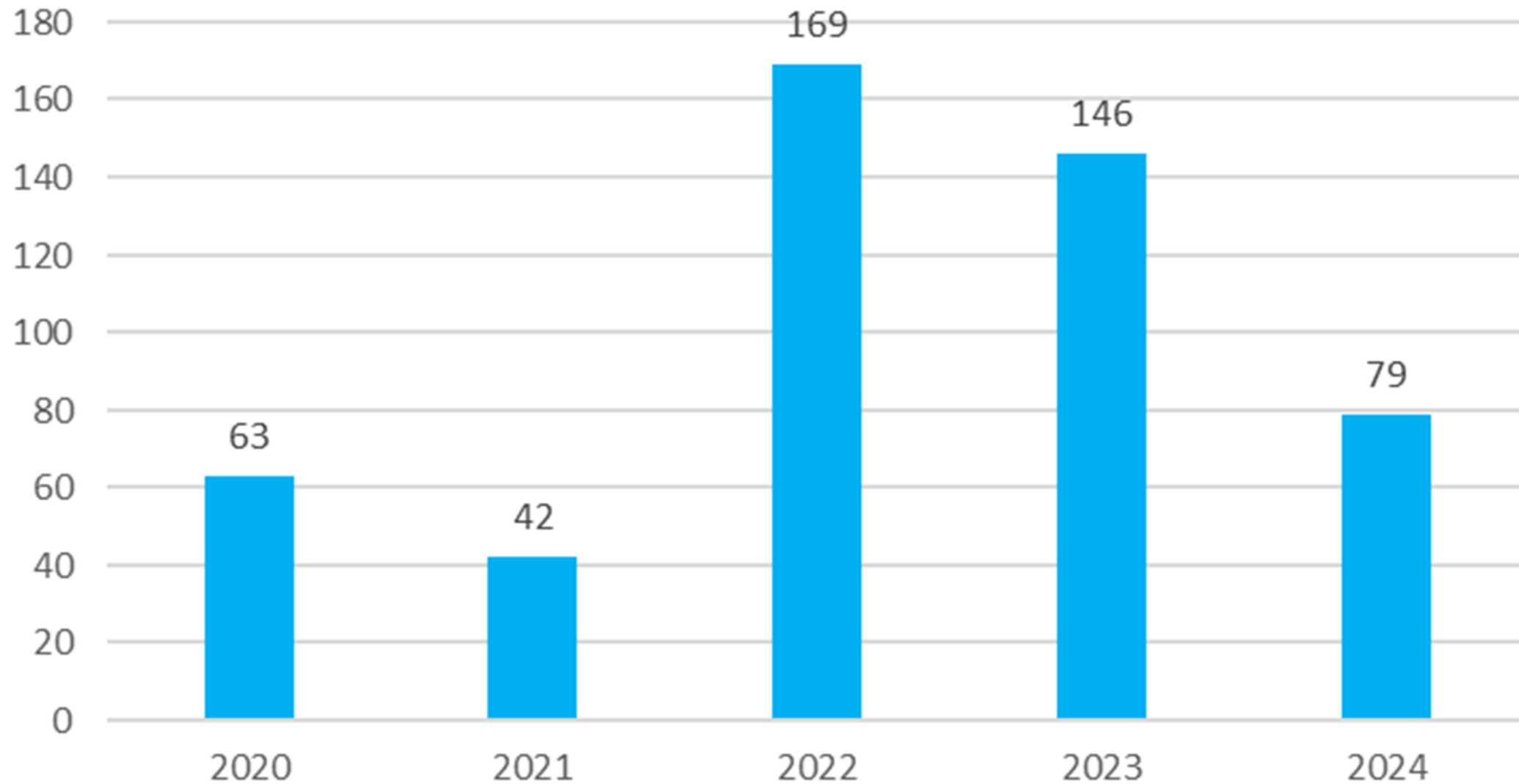
Brazil Passenger Litigation Cases



Europe & U.K. Passenger Litigation Cases

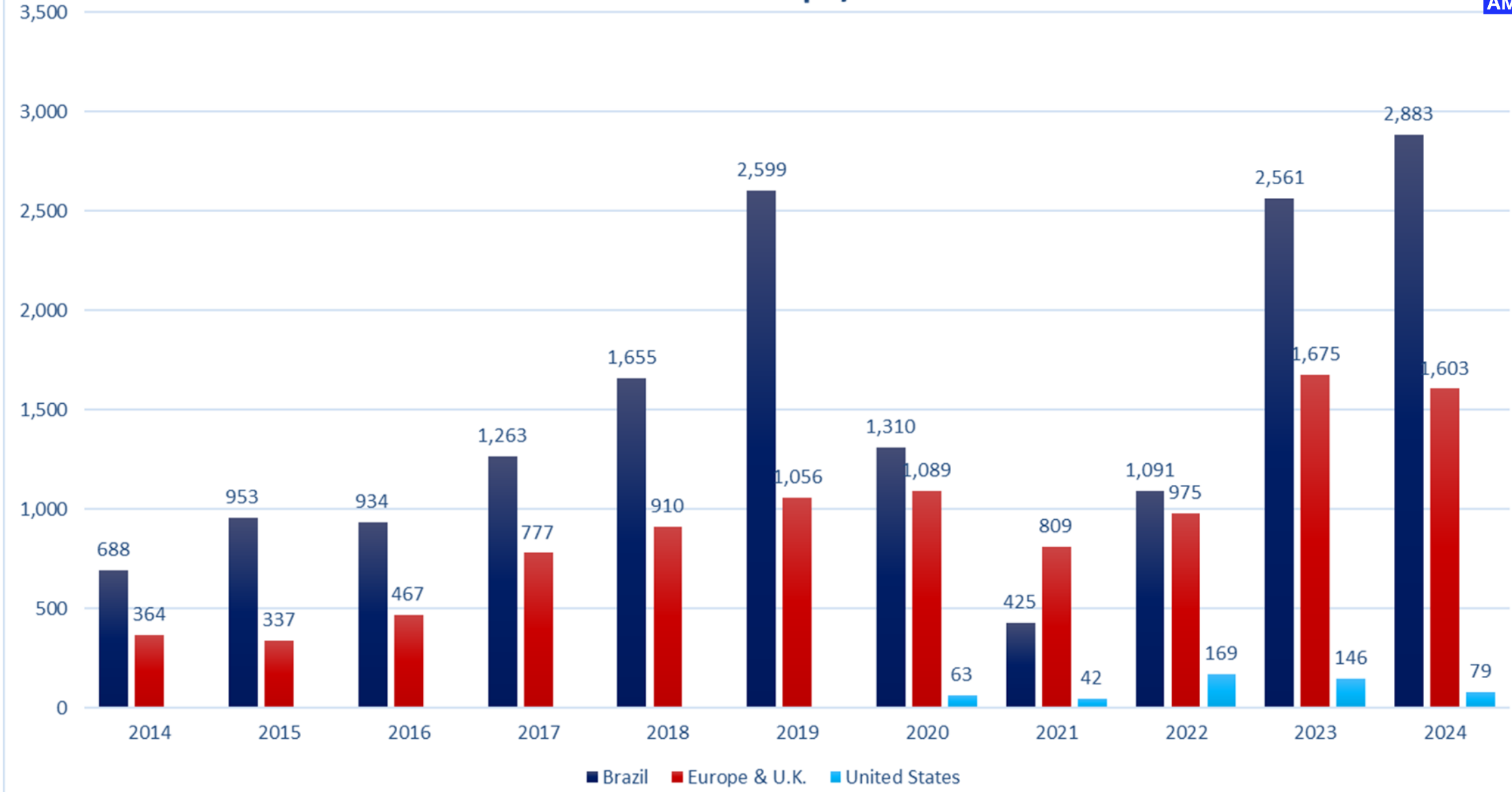


U.S. Passenger Litigation Cases

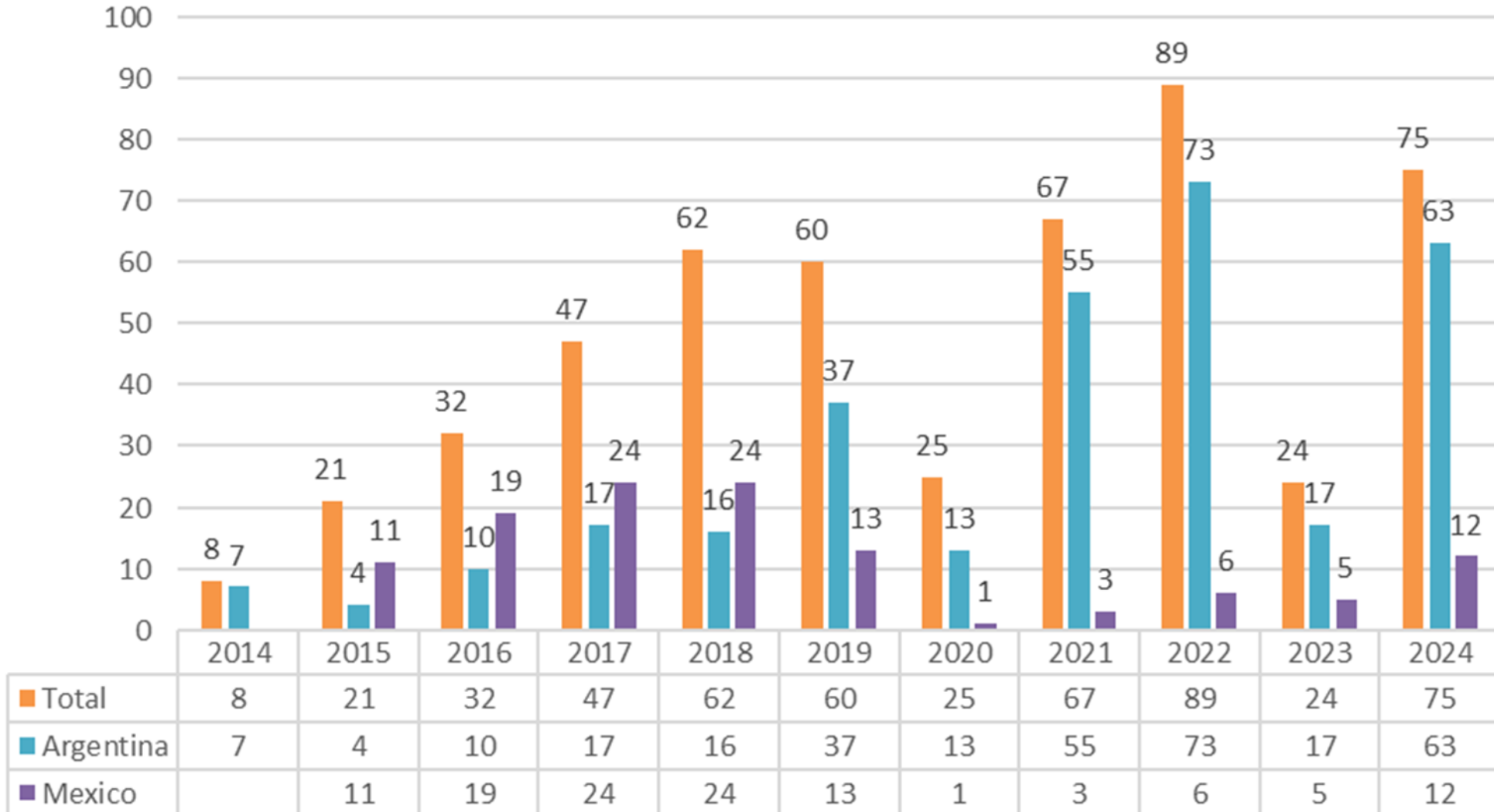


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Brazil v. Europe/UK v. U.S.



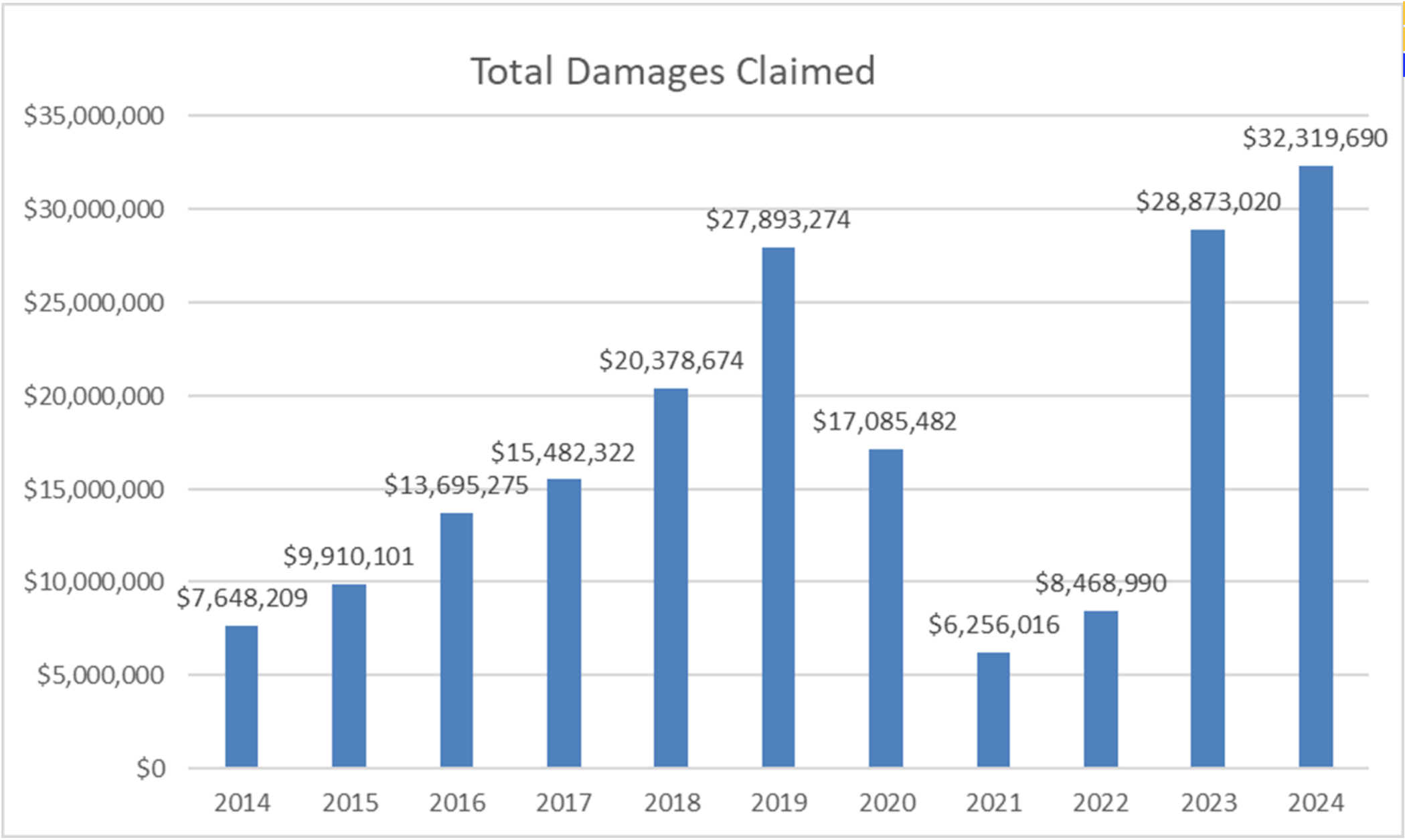
Latin American & Mexico Passenger Litigation Cases



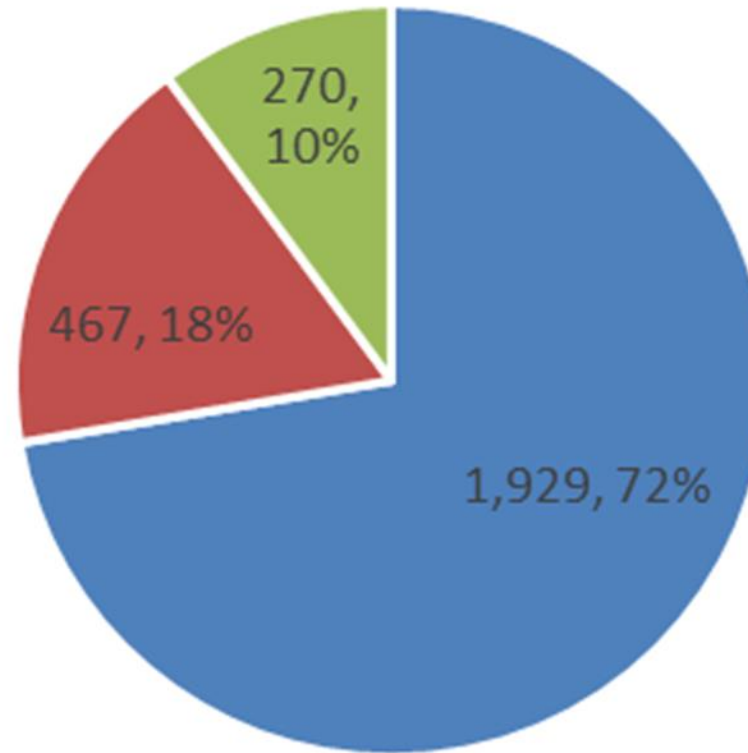
Comparison of Brazil & US Cases per Passengers & Flights

Year	Pax Litigation Cases Brazil	Pax Litigation Cases U.S.	Pax per Case Brazil	Pax per Case U.S.	Flights per Case Brazil	Flights per Case U.S.
2014	688		1,161		6.09	
2015	953		750		4.03	
2016	934		687		3.27	
2017	1263		570		2.48	
2018	1655		430		1.97	
2019	2037		218		0.96	
2020	1310	63	116	793,904	0.63	8,685
2021	425	42	275	2,246,750	1.96	17,520
2022	1091	169	247	738,304	1.08	5,162
2023	2317	146	200	953,399	0.88	6,620
2024	3279	79	219	1,814,995	0.95	12,532





How Cases Are Resolved 2024



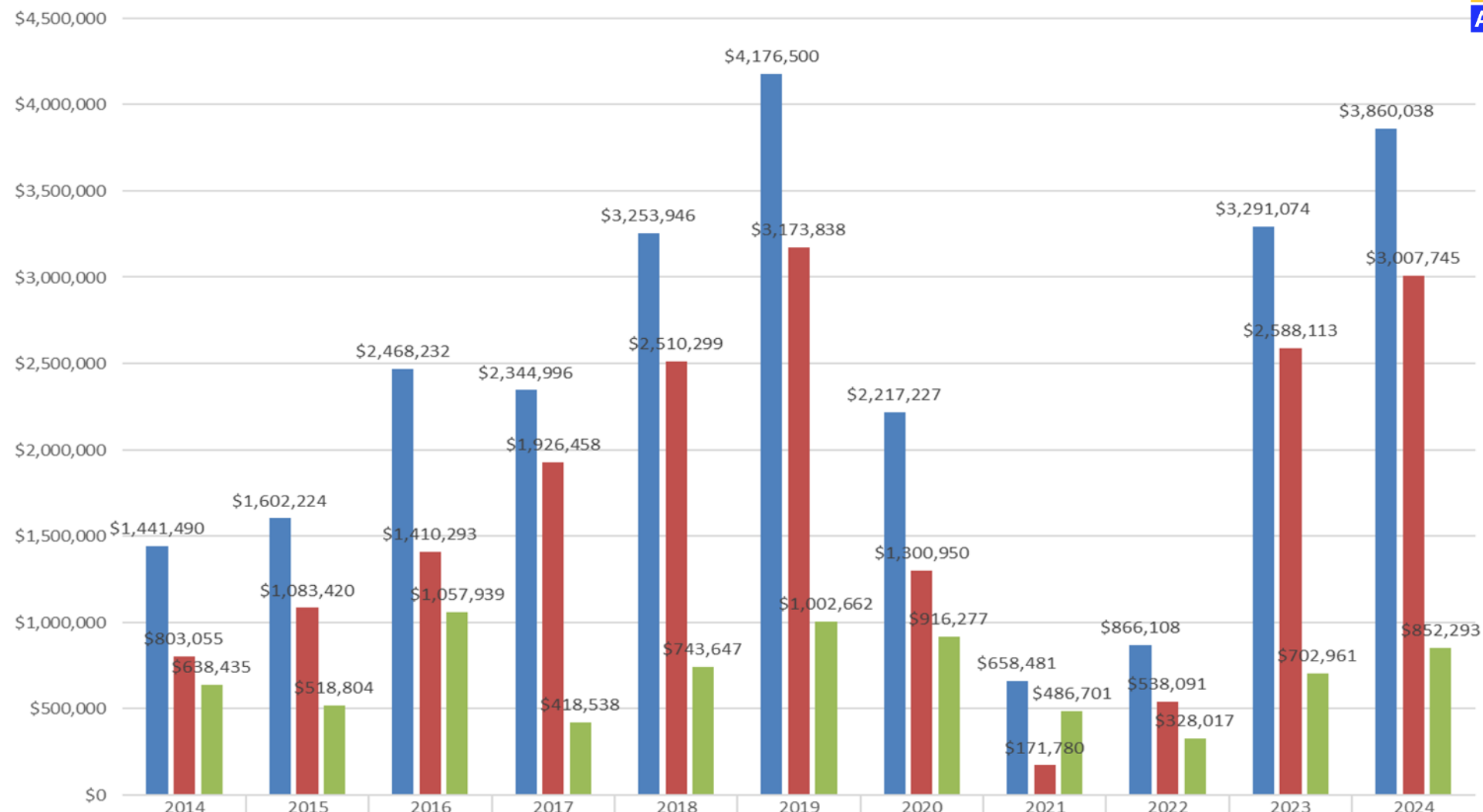
■ Cases Settled

■ Unfavorable Court Decisions

■ Favorable Court Decision



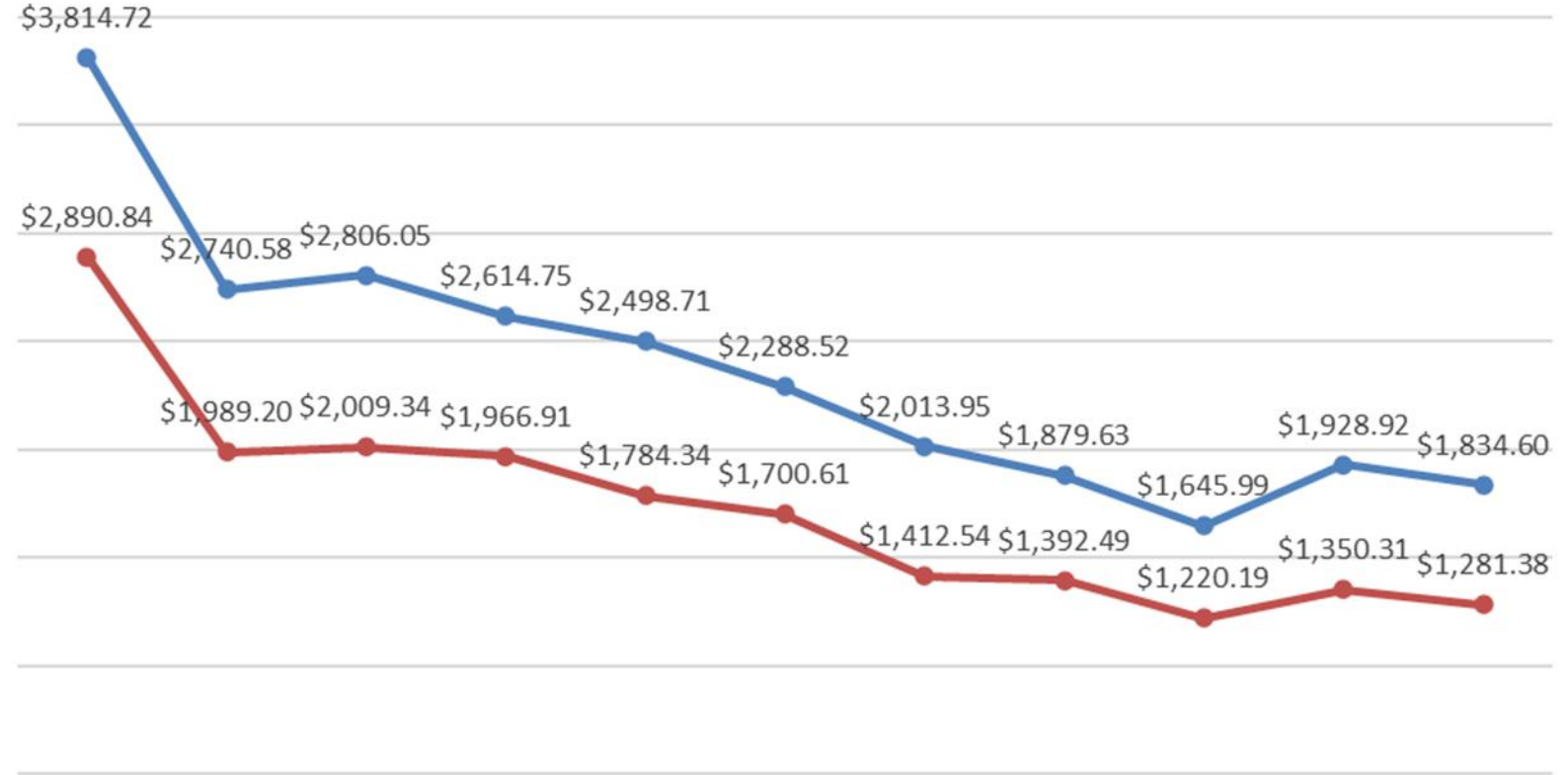
Total Paid to Customers



Total Payments	\$1,441,490	\$1,602,224	\$2,468,232	\$2,344,996	\$3,253,946	\$4,176,500	\$2,217,227	\$658,481	\$866,108	\$3,291,074	\$3,860,038
Paid Out in Settlements	\$803,055	\$1,083,420	\$1,410,293	\$1,926,458	\$2,510,299	\$3,173,838	\$1,300,950	\$171,780	\$538,091	\$2,588,113	\$3,007,745
Paid Out in Court Judgments	\$638,435	\$518,804	\$1,057,939	\$418,538	\$743,647	\$1,002,662	\$916,277	\$486,701	\$328,017	\$702,961	\$852,293



Total Cost Per Case & Per Passenger



	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total Cost Per Case	\$3,814.72	\$2,740.58	\$2,806.05	\$2,614.75	\$2,498.71	\$2,288.52	\$2,013.95	\$1,879.63	\$1,645.99	\$1,928.92	\$1,834.60
Total Cost Per Passenger	\$2,890.84	\$1,989.20	\$2,009.34	\$1,966.91	\$1,784.34	\$1,700.61	\$1,412.54	\$1,392.49	\$1,220.19	\$1,350.31	\$1,281.38

● Total Cost Per Case ● Total Cost Per Passenger

