

Ordinary Shareholders' Meeting



Roberto Alvo - CEO

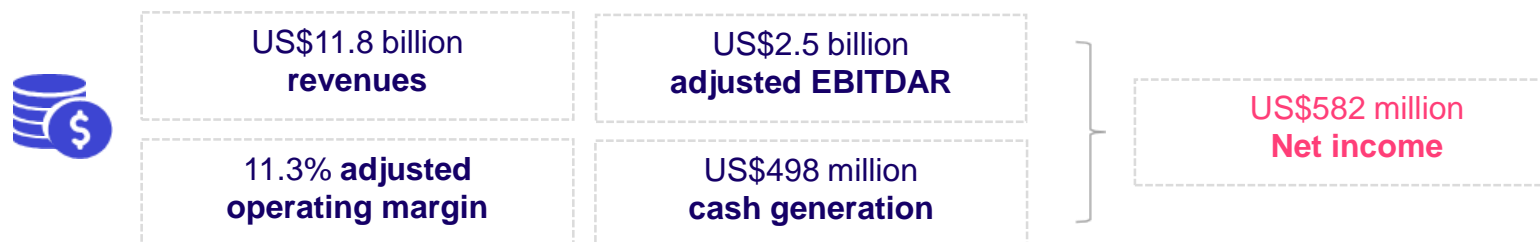
April 25, 2024



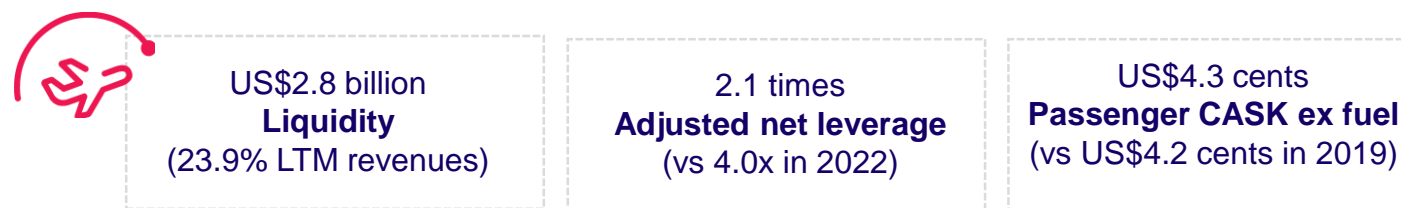


In 2023 LATAM group strengthened its financial position

2023 Financial Results:



LATAM's capital structure continued to improve while costs remained contained:



Operational excellence:



LATAM group has the most expansive network in the region...




148

Passenger destinations

- + Commercial agreements with **57** airlines
- + Codeshare agreements with **27** airlines



Joint Venture with Delta Air Lines

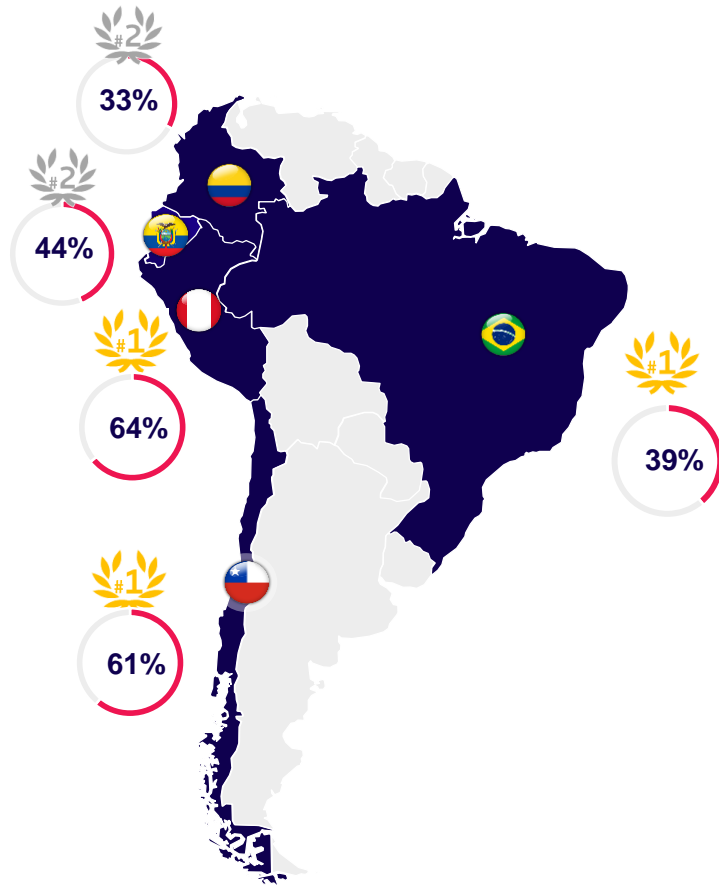
- Sao Paulo – Los Angeles
- Bogota - Orlando
- Lima - Atlanta
- Atlanta- Cartagena
- New York-Rio de Janeiro
- Santiago - Orlando (June 2024)



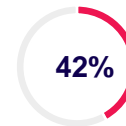
...and is a leader in most of the markets where it operates



#1 in market share in **3/5**
domestic markets



Connecting South America with
the rest of the world



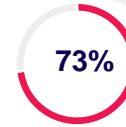
LATAM

Inside South America



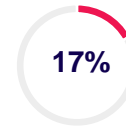
LATAM

Between South America and
North America*



LATAM

Between South America and
Oceania



LATAM

Between South America
and Europe

Source: ANAC Brazil website (RPKs), JAC Chile website (RPKs), DGAC Peru website (number of passengers transported), Diio.net for Colombia, Ecuador and international segments (ASKs), as of 4Q 2023.

* Calculated in the countries where the JVA operates: Brazil, Colombia, Chile, Peru, Paraguay, Uruguay, the United States and Canada.

LATAM group continued to strengthen its loyalty program and its cargo business as differentiating aspects



45 million members

+3 million new members versus 2022

7th largest loyalty program in the world*

Best Program of the Year by Frequent Traveler Awards in 2023.



166 cargo destinations

20 exclusive cargo aircraft + belly of passenger aircraft

946 tons. of cargo transported in 2023 (+4.9% versus 2022)

Leaders in the region in the **transportation of flowers** to North America from Colombia and Ecuador **and fish** from Chile and Brazil.

The solid results of 2023 are based on the LATAM group's care for people, customers and our environments



People



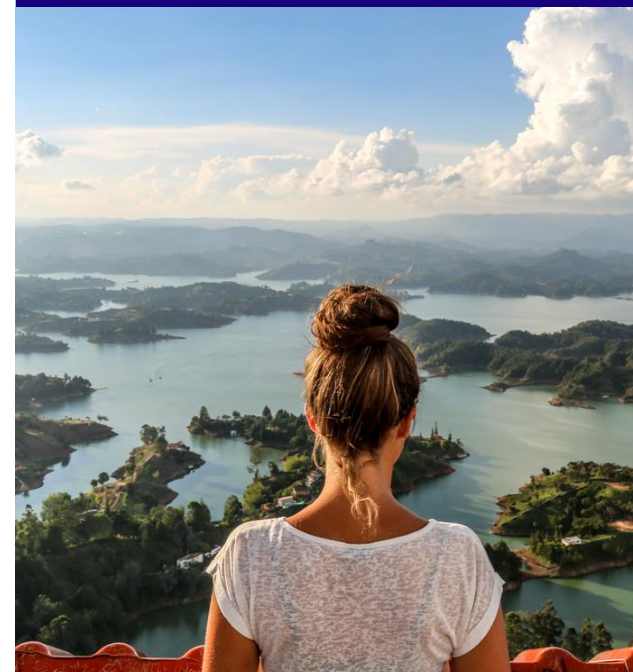
IHO 2023 **Record**:
78 p.p +1 p.p vs 2022

Customers



NPS (Net Promoter Score) **Record**:
Passengers: **48 p.p.** +2 p.p. vs 2022
LATAM Cargo: **58 p.p** +7 p.p. vs 2022

Environments



#1 in the region in the S&P Corporate Sustainability Assessment (CSA).

LATAM Cargo Chile received the Award to Sustainability in Air Cargo, delivered by TIIACA.

We work for people and for an organizational culture that makes sense to them.

Focus on a diverse and inclusive organization:



+11% of women
in leadership
positions vs 2022*

+64% of
employees with
disabilities vs 2022

50 different
nationalities (vs 44
in 2022)

At LATAM group we genuinely care about people:



+2.2 hours of
average training per
worker vs 2022

Maintenance of the
teleworking benefit
and expansion of
agreements

Improvements to
the **Staff Travel**
program

In 2023, LATAM group achieved a record result in the Organizational Health Index (OHI)



78 points
(vs 77 points in
2022)

First quartile of the
+1,000 companies
worldwide

Strengthening a culture



* Includes leadership, management and senior management positions.



Every day we strive to make traveling with LATAM group a more distinctive experience

Fleet renewal:

181 narrow-body aircraft with premium cabin by the end of 2023.



Onboard connectivity:

157 narrow-body aircraft with Wi-Fi by the end of 2023.



LATAM group continues investing in customer loyalty:

Construction of a LATAM's lounge in Lima and renovation of the lounges located in São Paulo, Bogotá and Buenos Aires-Ezeiza.

Progress in improving its service at all times:

In Chile, Peru, Brazil and Colombia, LATAM group affiliates had the lowest number of complaints per passenger of all airlines during 2023.



Net Promoter Score (NPS):

Record

Passengers: **48 p.p.**
+2 p.p. vs 2022

Record

Cargo: **58 p.p.**
+7 p.p. vs 2022



Operational Awards:

Five Star Global Airline in the APEX 2024 ranking (2nd consecutive year).

Best Program of the Year by Frequent Traveler Awards in 2023.

Best South American Airline at the World Airline Awards for Skytrax (4th consecutive year) and Best Staff, Best Main Cabin, Best Business Class.

#1 in punctuality among Latin American airlines and **#2** among global airlines according to the OAG.



LATAM group maintains its commitment to being more sustainable every day and a positive asset in societies



ENVIRONMENTAL MANAGEMENT

Certification of the Environmental Management System under the standard of the voluntary IATA Environmental Assessment (IEnvA) program in Stage 2 in the subsidiaries of Brazil, Chile, Colombia, Ecuador and Peru.



CLIMATE CHANGE

850,932 thousand tons. of greenhouse gas emissions managed by reduction or compensation in 2023.



110,000 tons. Of CO₂ reduced (+35% vs 2022).

740,932 tons. of CO₂ were managed through ecosystem compensation strategic in Latin America.



CIRCULAR ECONOMY

Elimination of **+1,700 tons.** of single-use plastics throughout the operation.

96%* of the scope defined from that the strategy was started.




SHARED VALUE

+4,500 people transported free of charge, equivalent to 26 full A320 aircraft.

483 tons. of cargo transported free of charge in favor of social and environmental causes, through the Solidarity Plane program.

Official airline group of the 2023 Pan American and Parapan American Games and of Team Chile.



Thank you to all the clients who choose the affiliates of LATAM group and the more than 35,000 collaborators who are part of the group.

Let's celebrate the present together and prepare for a tomorrow full of opportunities.

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April 25, 2024

