

Change in Philippine Airlines General Sales Agent Representation – North America

Dear Valued Agency Partner,

We are writing to advise you that effective August 1st, 2026, APG (Air Promotion Group) will no longer serve as Philippine Airlines' General Sales Agent (GSA) in the USA. All markets previously supported by APG in the region will now be managed directly by Philippine Airlines' own Commercial team.

This change ensures continued, direct access to Philippine Airlines' sales and support resources, with no disruption to the service you and your customers rely on.

Going forward, please direct all sales inquiries, agency support requests, and account matters to one of our North America sales offices below:

Los Angeles (West Coast Office)

Phone: 1 310 342 1364

Email: LosAngelesSales@pal.com.ph

New York (East Coast Office)

Phone: 1 917 675-7431

Email: prnycsales@pal.com.ph

For reservations, ticketing, refunds, and other customer servicing needs, please continue to use our existing channels as you do today.

Online Support: [PAL Help Page](#)

US and Canada 1-800-435-9725

We value our relationship with you and remain fully committed to supporting your agency's success. If you have any questions about this transition or need assistance connecting with the right point of contact, please don't hesitate to reach out to any of the offices listed above.

Thank you for your continued partnership.

North America Sales Office

Philippine Airlines