

Dear Travel Partner,

We are pleased to announce the launch of the **Philippine Airlines North America Agency Support Desk**, for travel agencies in the United States and Canada.

The new Agency Support Desk is designed to make it easier and more efficient for our travel agency partners to access routine servicing and support. Going forward, we encourage our agency partners to utilize the Desk as the primary point of contact for routine agency servicing.

What the Agency Support Desk provides:

- **One dedicated point of contact:** agencysupport@philippineairlines.com
- **24/7 support coverage** to better serve agencies across North America and different time zones
- **Case tracking** for greater visibility and easier follow-up
- **Improved response times**

What types of requests can be handled?

The Agency Support Desk will provide assistance with routine agency servicing, including ticketing support, special requests, and other day-to-day agency needs. For **commercial matters, sales opportunities, and relationship-related concerns**, your Philippine Airlines North America Sales team remains available to support you.

This new structure is intended to complement the support and relationships you have with our North America team. By centralizing routine servicing through the Agency Support Desk, our local teams will have greater capacity to focus on supporting your business, developing opportunities, and providing market-specific assistance.

We encourage you to begin using the Agency Support Desk for routine servicing requests starting now. This will help us provide more consistent, timely, and trackable support across North America.

Thank you for your continued partnership and support of Philippine Airlines. We look forward to making this new service a valuable resource for your business.

Sincerely,

Philippine Airlines North American Sales