



PRESS RELEASE

New York, 21 August 2020

Over 2.3 billion euros in Lufthansa Group ticket costs reimbursed thus far

- at Lufthansa alone, 92 percent of all refund applications from the first half-year are processed and paid

In the current year, the airlines in the Lufthansa Group have thus far provided over **2.3 billion euros** in refunds to almost **5.4 Mio. customers** (as of 16 August 2020). Lufthansa has already paid approximately **92 percent** of all refunds from the first half of 2020. The end of August is the company's goal is to reimburse all refund claims that were received up until the end of June.

In recent weeks, the Lufthansa Group has worked tirelessly to increase its reimbursement capacities quite significantly. Additionally, processes were adapted to the exceptional situation so that the reimbursements could be expedited.

Furthermore, customers can flexibly adjust their travel plans. All fares and ticket prices of Lufthansa, SWISS, Austrian Airlines and Brussels Airlines can be rebooked – including the lowest light fare without checked baggage. This applies worldwide to new bookings on short, medium and long-haul routes.

Lufthansa Group		
Amount of refunds paid	Mio. EUR	2,300
Total number of pending refund requests of the Lufthansa Group (including new requests)	Mio.	1.4
Share of processed applications from the first half of the year (Lufthansa Airlines)	%	92

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