

ANA Expands Customer Service Center Hours and Languages

**Now offers around the clock support in English and Japanese
plus new dedicated Chinese-language number in Japan**

TOKYO, December 17, 2015 - Starting today ANA is further improving its award-winning¹ customer service by extending the operating hours of its Customer Service Center to handle requests for new reservations or changes in international flights. ANA now offers the service 24 hours a day 365 days a year, and takes inquiries in English and Japanese.

Until now, Customer Service Center in Japan took calls in English and Japanese from 8:00am to 8:00pm 365 days a year, but in line with the expansion of the airline's international route network, ANA made the move to take inquiries from customers across the globe 24 hours a day to improve convenience by responding to urgent requests for reservations or changes regardless of the customer's time zone.

In addition, ANA is strengthening its service for customers from China by opening a dedicated Chinese language phone number in Japan² for international flight reservations and information. The number of Chinese visitors to Japan continues to soar, and China is the largest source market for Japan visits. Now, Chinese customers in Japan who has a ticket issued in China can make inquiries in Chinese for only the cost of a domestic phone call, instead of making international calls to the ANA Customer Service Center in Beijing. The Chinese language Customer Service Center is open from 9:00am to 7:00pm Japan time, 8:00am to 6:00pm China time.

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About ANA

ANA is the largest airline in Japan by revenues and passenger numbers. Founded in 1952, ANA flies today on 74 international routes and 120 domestic routes. The ANA group has 35,000 employees and a fleet of 243 aircraft. In FY2014, it carried 50.4 million passengers and generated revenues of 1.71 trillion Japanese yen. ANA has been a member of Star Alliance since 1999, and has joint-ventures with United Airlines on trans-Pacific and Asia routes, and with Lufthansa, Swiss International Airlines and Austrian Airlines on Japan-Europe routes. Its Frequent Flyer Program, ANA Mileage Club, has more than 26 million members. ANA was voted Airline of the Year for 2013 by Air Transport World Magazine, and in 2015 was awarded five stars for the third consecutive year by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customer and biggest operator of the Boeing 787 Dreamliner.

A STAR ALLIANCE MEMBER 

¹ Awarded 5-star for three consecutive years from SKYTRAX, the world's leading Airline and Airport review specialists.

² The number in Japan forwards to the ANA Customer Service Center in Beijing, at ANA's cost.