

Dear Valued Travel Agents,

Please be advised of the following updates:

1. Philippine Airlines and American Airlines Launch New Codeshare Partnership
2. PAL Mobile Channels Ready to Assist You
3. PAL Flies Back to CEB-LAO-CEB
4. Jet Operations to Dipolog Resume on January 1, 2024
5. Updated NAIA Transfer Guide

1. PHILIPPINE AIRLINES AND AMERICAN AIRLINES LAUNCH NEW CODESHARE PARTNERSHIP



Travelers gain seamless connections between the Philippines and the United States

Philippine Airlines and American Airlines have launched a codeshare partnership that introduces the first marketed flights by a Philippine carrier to several U.S. destinations and allows American's customers to travel to the Pearl of the Orient, Manila, and the beautiful beaches of Cebu.

Philippine Airlines has placed its "PR" code on American's flights between Los Angeles and seven U.S. cities: Atlanta, Denver, Houston, Las Vegas, Miami, Orlando and Washington, D.C., enabling excellent connectivity with PAL's trans-Pacific service.

"This partnership with American Airlines unlocks more options for customers traveling between Asia and the United States," said Eric David Anderson, PAL's Chief Commercial Officer. "We are delighted to deliver on our long-term strategy of continuing to build our global reach. We look forward to creating more opportunities for travellers to discover the wonders of the Philippines."

American's customers are now able to book tickets on aa.com for codeshare flights operated by Philippine Airlines to Manila and Cebu via Tokyo. Additionally, customers will be able to fly to Manila from Honolulu and Guam.

"We are excited to partner with Philippine Airlines, which will provide our customers seamless connections to Manila, the capital and economic hub of the region, and Cebu, the gateway to countless tropical islands with pristine beaches," said Anmol Bhargava, American's Vice President of Global Alliances and Partnerships. "The Philippines is one of the fastest growing economies in Asia, and we look forward to continuing to enhance our partnership with Philippine Airlines."

Philippine Airlines operates twice-daily nonstop flights to Los Angeles, daily flights to San Francisco and multiple weekly flights to New York, Honolulu and Guam.

2. PAL MOBILE CHANNELS READY TO ASSIST YOU



The advertisement features the Philippine Airlines logo at the top left. Below it, the text 'We have a new WhatsApp number!' is displayed. To the right, the word 'Whatsapp' is written in a stylized font. Below this, two numbered steps are provided: '1 Scan on the QR code or click the link in the description to open WhatsApp' and '2 Start chatting with our Customer Care representatives'. A QR code is shown next to step 1. On the left, a man in a blue shirt is smiling while looking at his smartphone. A green WhatsApp logo is positioned next to him. Below the man, a blue button contains the number '+63 917-830-5810'. At the bottom, the text 'Add PAL as new contact' is written. To the right of the man, two smartphone screens are shown. The left screen displays the 'Business Info' for 'Philippine Airlines' with a profile picture of a plane. The right screen shows a chat conversation with the airline, including a welcome message and a list of services.

Philippine Airlines

We have a new WhatsApp number!

Whatsapp

- 1 Scan on the QR code or click the link in the description to open WhatsApp
- 2 Start chatting with our Customer Care representatives

+63 917-830-5810

Add PAL as new contact

Your convenience, our commitment! PAL is just a message away, 24/7!

Reach out to our different channels for swift assistance.

- Messenger: <https://bit.ly/PALMessenger>
- Viber: Search for Philippine Airlines
- WhatsApp: Add us (+63) 917-830-5810
- myPAL Web Chat: <https://bit.ly/PAL-Web-Chat>
- Click to Call: <https://bit.ly/PALClicktoCall>

Your journey, our priority!

3. PAL FLIES BACK TO CEB-LAO-CEB

**Philippine Airlines**

**PAL FLIES BACK TO
LAOAG!**

Starting December 15, 2023:

2P 2251 — 07:35 - 10:05
CEB — → —> LAO
TUESDAYS & FRIDAYS

2P 2252 — 10:25- 12:35
LAO — → —> CEB
TUESDAYS & FRIDAYS

4. JET OPERATIONS TO DIPOLOG RESUME ON JANUARY 1, 2024

Effective January 1, 2024, we will operate our full schedule of Airbus jet services to and from Dipolog City as follows, following the completion of repair work on the Dipolog Airport runway:

PR 2557*/2558* Manila-Dipolog-Manila

– Daily from 01 Jan 2024

· PR 2557 Manila-Dipolog departing Manila at 05:15 AM, arriving in Dipolog at 06:45 AM

· PR 2558 Dipolog-Manila departing Dipolog at 07:30 AM, arriving in Manila at 09:00 AM

**Note: To be numbered PR2555/2556 on 01 January 2024 only.*

With the restoration of jet flights from Manila in January, we will no longer operate the supplementary Cebu-Dipolog-Cebu flights beyond December 31, 2023.

5. UPDATED NAIA TRANSFER GUIDE

Passengers can easily navigate between terminals in Manila by downloading the [Ninoy Aquino International Airport \(NAIA\) Transfer Guide](#), which is also accessible and downloadable on PAL website in the Connecting flights page.

(https://www.philippineairlines.com/-/media/files/beforeyoufly/attheairport/connectingflights/transfer-guide_as-of-14nov23.pdf).

This guide provides step-by-step instructions to assist with the transfer process. For other international airports, passengers can refer to the airport's website for transfer information.

For passengers with connecting flights to the US, they no longer need to claim their baggage for TSA checks, baggage will already be scanned at the ramp area.

Thank you.