

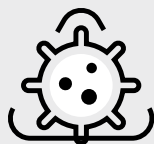
CUSTOMER CRISIS MANAGEMENT

RESPONSE TO LOCKDOWN

TUESDAY 17 AUGUST, 2021

Businesses have obligations to provide traveller safety in the form of duty of care. As a travel management company, we support our customers in looking after their people and their business. Traveller tracking, providing accurate and timely information and offering 24/7 assistance are just some of the ways we help our customers. When the NZ Government announced an immediate Alert Level 4 nationwide lockdown on 17 August 2021, here's how we responded to help our customers with their urgent business travel needs.

2pm



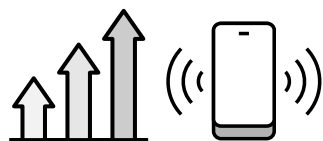
After 169 days of being COVID-free, NZ learns of the first Delta community case

6pm

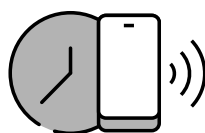


The NZ PM, Jacinda Ardern announces all of NZ to immediately move to Alert Level 4 at 11:59pm

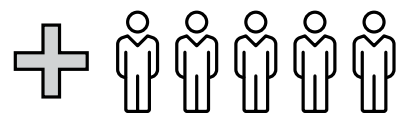
OUR CRISIS MANAGEMENT RESPONSE: FROM 4PM, 17 AUG - 6PM, 18 AUG



1,148 Total customer phone calls responded to



648 After-Hours phone calls responded to



37 Additional After-Hours travel experts were leveraged



387 Customer refunds processed



1,855 Customer credits processed



160 Customer reports generated to track travellers



11,037 Travellers tracked



2,568 Bookings amended



8,900 Crisis communication emails

"Our phones and emails instantly hit overdrive with people concerned about their travel plans. Our team of people are entirely customer-focused and were prepared to do whatever they could to ensure the safety and wellbeing of every one of our customers. In times of crisis, there is no replacement for the value and relief that a Travel Manager can provide."

Angie Forsyth – Head of Operations
Flight Centre Travel Group, Corporate

Reference: FCTG Corporate Data Excellence Centre, 4pm, 17 Aug - 6pm, 18 Aug 2021