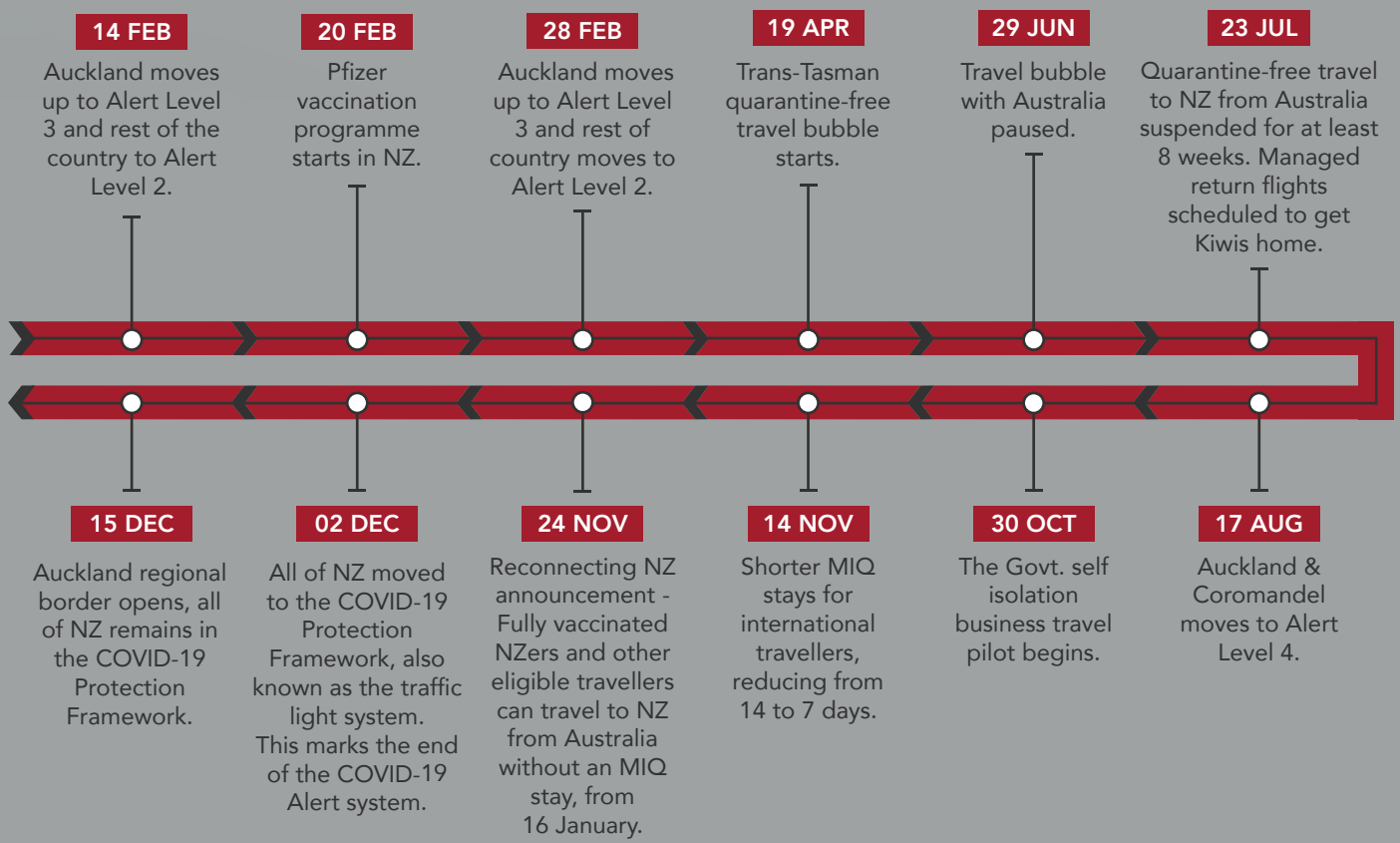


HOW 2021 UNFOLDED

OUR RESPONSE TO COVID-19 & HOW WE SUPPORTED OUR CUSTOMERS

2021 was a challenging year as we faced new COVID-19 variants - Delta / Omicron and moved in and out of lockdown. However, we remained resolute in supporting our customers with their business travel. Check out how we supported our customers throughout this turbulent year.

Now more than ever, it's time to bring a travel management company on board, to help navigate the new travel world as borders start to re-open in 2022.



5,095

CUSTOMER AIR CREDITS SECURED



13,685

REFUNDS PROCESSED



99%

CUSTOMERS RETAINED



93%

OF CUSTOMERS UPGRADED TO A SUPERIOR OBT - SAVI, WITH A 13% ONLINE IMPROVEMENT FOR CUSTOMERS

52,753

CALLS RECEIVED



6,416

AFTER HOURS CALLS



27,573

CONSULTANT ASSISTED BOOKINGS

58

CUSTOMER IMPLEMENTATIONS



22%

HEAD COUNT INCREASE vs 2020 AS WE WELCOME OUR PEOPLE BACK INTO THE BUSINESS



53,347

NUMBER OF KIWI TRAVELLERS TRACKED



54,459

INFORMATIVE EMAILS DELIVERED

Reference: FCTG Corporate Data Excellence Centre, 01 Jan-19 Nov 2021