

JAL Extends Support to Tohoku Pacific Earthquake Relief Efforts

TOKYO, March 12, 2011: Japan Airlines (JAL) extends its deepest condolences to the people affected by the Tohoku Pacific Earthquake and the tsunami that followed on March 11, 2011 which caused large scale destruction in many areas.

JAL will support the rescue and recovery process by providing free transport of relief goods and for aid personnel, as well as through a mileage donation drive to raise funds

Mileage Donation Drive

JAL is offering its full support to the Central Community Chest of Japan (CCCJ)^{*1} and is calling on its JAL Mileage Bank (JMB) members to donate miles to raise funds necessary for relief work.

For every 7,500 miles donated, an amount of 7,500 yen will be contributed through the CCCJ to help the victims of this earthquake and to support the recovery and restoration process.

Mileage donations in minimum units of 7,500 miles will be accepted from 5.10pm today, March 14, 2011. Japan-registered JMB members can make mileage donations via JAL's website <http://www.jal.co.jp/en/shien/> (English) while overseas-registered JMB members or members without access to the internet are requested to contact their region's JAL Mileage Bank Center.

^{*1} The Central Community Chest of Japan acts as a national coordinating body for local Community Chests and started up in 1947. District and branch offices nationwide, implement fundraising activities, organize and train volunteers, conduct public relations, and survey the financial needs providing welfare services. For more information, visit: <http://www.akaihane.or.jp/english/index.html>

Transport of Relief Goods

JAL will transport relief goods and supplies at no charge from March 14 to April 15, 2011 on its domestic and international network. Items will be carried as air freight under the conditions specified below:

- The shipper and consignee must be governments, local municipalities, embassies, agencies of the United Nations (such as UNICEF) or the Red Cross.
*We are unable to accept shipment from organizations other than the aforementioned, nor from individual customers.
- Contact information of the shipper and consignee must be provided in detail.
- The domestic airports to which cargo can be transported will initially be Aomori, Akita, Misawa, and Niigata and depending on the situation as airports reopen, goods may be transported to Hanamaki.
- The international airports to which relief supplies can be transported to are Haneda and Narita in Tokyo, Chubu in Nagoya and Kansai in Osaka.
- Arrangements for customs clearance and surface transport at the departure point and arrival point must be completed by the shipper in advance.



- Shipments must not contain dangerous goods, live animals, or other restricted items.
- Shipment is subject to space availability.

Contact number for queries on domestic cargo: +81-3-57573151

(Opening hours: 9am to 12pm, 1pm to 6pm except on Saturdays, Sundays and public holidays)

Contact number for queries on international cargo: +81-3-5460-3818

(Opening hours: 9.30am to 12pm, 1pm to 6.30pm except on Saturdays, Sundays and public holidays)

Transport of Relief Aid Personnel

JAL will also provide air transport at no charge for rescue team members at the request of the Japanese government and regional municipals, as well as for persons supporting local relief operations and coordinating volunteer activities who belong to authorized non-profit public organizations, for departures between March 15 and April 15, 2011.

Personnel will be transported to and from Aomori, Akita, Misawa, Yamagata and Niigata while transport to Hanamaki airport may later be possible depending on the situation at the airport.

A dedicated line to facilitate transport arrangements for relief workers has been set-up. Please call 0120-25-8750 (9am to 12pm, 1pm to 5pm except on Saturdays, Sundays and public holidays).

- Subject to seat availability.
- Upon making reservations, organizations are required to provide official verification related to their relief mission.
- Persons without reservations will not be accepted at the airport.

END

