

New JAL Economy Class Check-in Area at Narita Terminal 2

- New Self Check-in Machines & In-line Luggage Screening System -

Tokyo March 31, 2008: On April 2, 2008, JAL will unveil at Narita Airport Terminal 2 - the airline's main international hub - a new economy class check-in area. The improved area will enable JAL to provide its passengers with a more convenient, user-friendly, stress free check-in experience at the airport.

Passengers will be able to check themselves in using one of 36 of the latest easy-to-use Self Check-in Machines (SCM) installed in the area to speed up the whole departure process. After doing this, if they have luggage to check in they must then proceed to a nearby luggage check-in counter, otherwise they can head directly to immigration.



In addition to the self check-in machines, economy class passengers without luggage can also check-in at a new express counter conveniently located in the departure lobby close to the south entrance for immigration control.



A counter for the exclusive use of JAL Premium Economy passengers will also be unveiled in the new area.

This summer, the economy class check-in area will be expanded further with the opening up of an e-style section dedicated to customers who have checked in already using the Internet.

Furthermore, with the introduction of an inline luggage screening system to Narita Terminal 2 on April 22, passengers in all classes of travel will no longer have to present their luggage for x-ray machine security checks prior to checking in. Passengers will be able to go straight to one of the self check-in machines or check-in counters.

Improvements to the economy class check-in counter area form just one part of JAL's efforts to strengthen customer service at Narita Airport Terminal 2.

On December 18, 2007, JAL unveiled completely renovated check-in counters for First Class and Executive Class passengers, as well as new counters exclusively for the use of the airline's frequent flyers who are either JAL Global Club (JGC) or JMB Sapphire members. At the same time, JAL unveiled Support Counters dedicated to servicing the needs of priority guests, such as passengers with disabilities, passengers traveling with babies or expectant mothers.

On July 19 2007, JAL opened the doors to a completely revamped JAL First Class Lounge and JAL Sakura Lounge at the terminal's main building, both featuring a buffet-style hot meal service, stylish bar-counters, resident professional masseuses, and shower rooms.

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