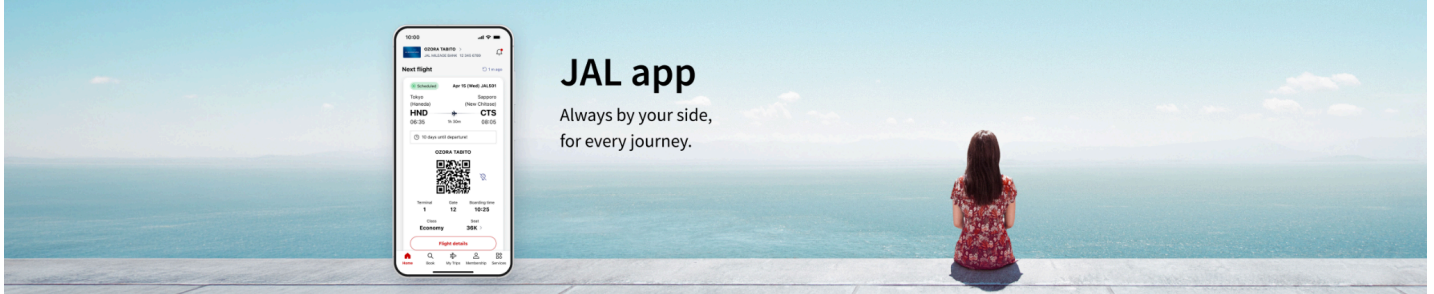




JAL Mobile App Complete Renewal

— A Stress-Free Digital Experience Tailored to Each Traveler —



Tokyo, JAPAN - Japan Airlines (JAL) announced the renewal of its mobile app for booking and boarding, the JAL App, on Wednesday, April 15, 2026. The renewal, focused on improving usability, highlights a simpler design that is easy for everyone to understand and operate intuitively. The new JAL app provides information tailored to each customer’s situation, from pre-trip preparation and planning through arrival at the final destination. By delivering a stress-free digital experience, JAL contributes to creating a society where all customers can travel smoothly and with peace of mind.

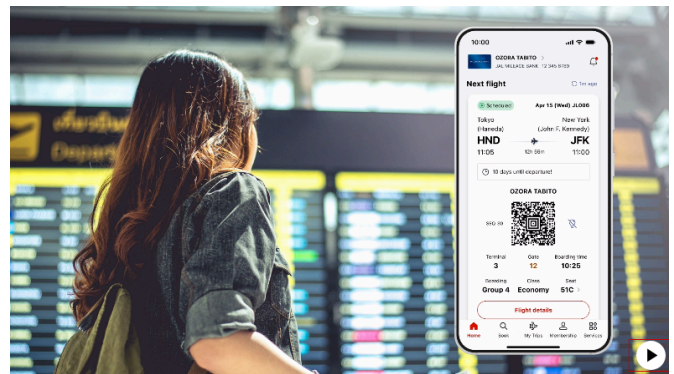
◆ Key Features of the New JAL App

1. A Robust Digital Infrastructure for Swift Response to Customer Feedback

JAL has completely revamped the app’s backend system infrastructure, including the establishment of a development framework capable of more quickly incorporating responses to customer needs and the latest digital technologies into the service. Additionally, issues such as app launch errors and display delays have been significantly reduced, helping to minimize friction and promote a smoother and stress-free digital experience.

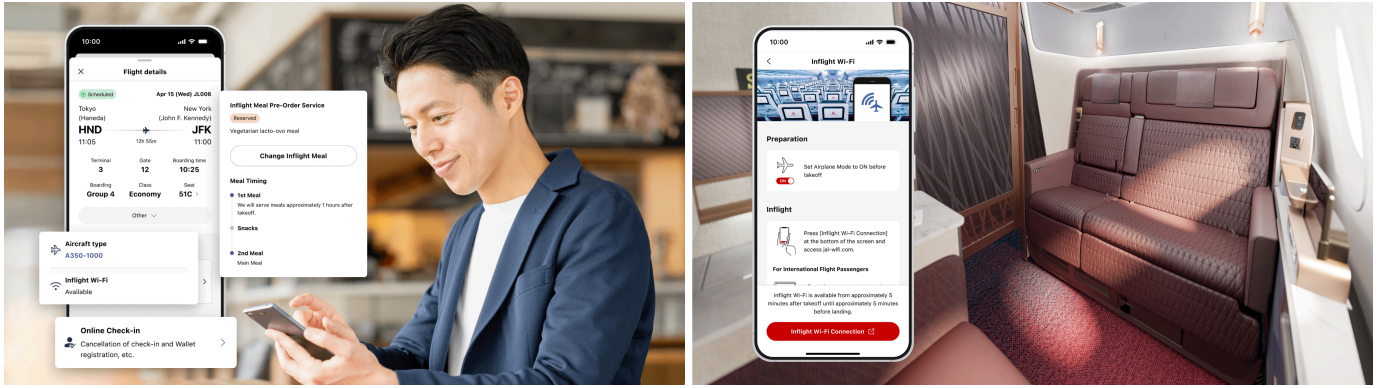
2. Personalized Screen That Clearly Shows “What to Do Now” Linked to Travel Progress

From booking confirmation and check-in, and even the security checkpoint cutoff time, the home screen dynamically updates in real time during your journey. Important information such as delays or gate changes is delivered immediately via push notifications, keeping customers up to date. By supporting nine languages (Japanese, English, Simplified Chinese, Traditional Chinese for Taiwan and Hong Kong, Korean, Indonesian, Vietnamese, and Thai), the app eases psychological burdens at unfamiliar airports and helps to eliminate confusion and stress.





3. Access to Important Service Information for a More Personalized Air Journey



Customers can now check essential information in advance directly in the app, such as inflight entertainment availability and the timing of meal service. The connection process for inflight Wi-Fi has also been greatly simplified, enabling one-tap access directly through the app. By better illustrating inflight services, JAL aims to enhance the onboard experience.

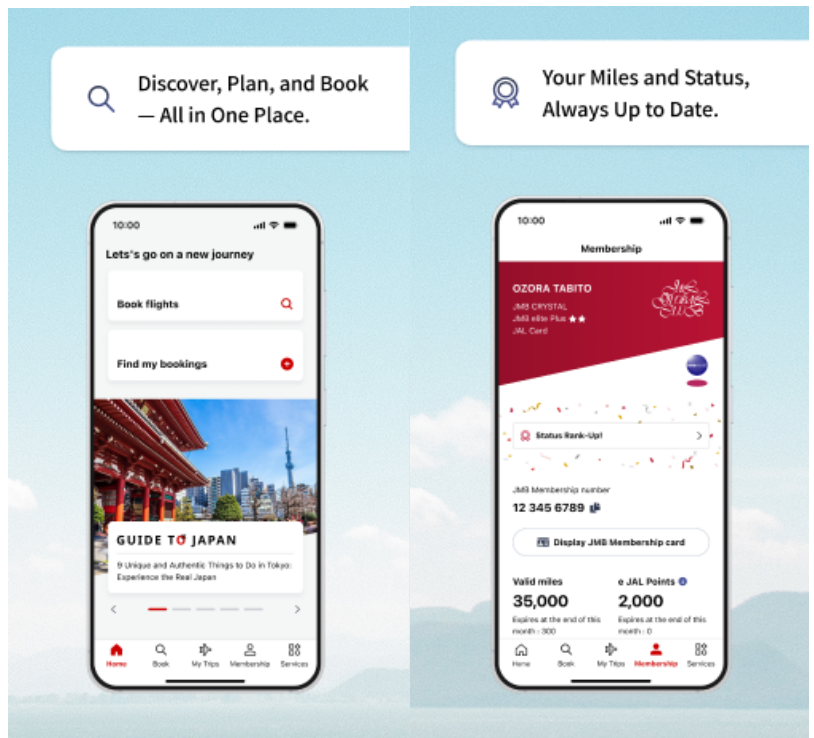
4. Seamlessly Connecting Travel and Daily Life — New Features to Inspire Your Next Journey

Through “Guide to Japan” content displayed on the home screen, customers can discover unique and attractive places and experiences at the tap of a finger. Already inspired to come back? Move from dreaming to booking directly within the app.

After the trip, customers can easily check their mileage balance and JAL Life Status points, featuring a clear display of points accrued and the path to the next status tier.

Furthermore, when accumulating or using miles in everyday life, switching to the JMB App* is possible with just one tap. The close linkage between the two apps seamlessly connects your travel needs with daily life, enriching everyday experiences and turning your earning and burning into an exciting new habit.

*JMB App currently available in Japan region app stores with support for Japanese language only.



From discovering travel inspiration and exploring your destination to booking your flights and securing your seat, the JAL app handles it all.

Easily track your Miles, Life Status Points, and the journey to your next tier.

JAL is committed to its “New JAL Digital Experience” project to transform its digital touchpoints to meet the needs of its customers. The next phase will welcome a new JAL corporate site and official booking site, estimated to begin a gradual and ongoing renewal from June 2026. By continually enhancing digital experiences, JAL aims to provide all customers with stress-free and comfortable travel.



◆ Overview of the “New JAL Digital Experience”



	Concept	Renewal overview	Planned release
JMB App ✓ (Accumulating and using miles) *The JMB App is available only in the Japan region.	Phase 1: "Connecting everyday life to travel" - Make accumulating and using miles more accessible and smarter - A tool to bring JAL into daily life, inspiring new journeys	Designed for everyone from beginner travelers to frequent flyers, enabling easy and stress-free access to mile and point information. With a redesigned interface and expanded content to better understand “Mileage Life.”	Nov 2025, Released
JAL App ✓ (Booking tickets and boarding)	Phase 2: "Kind travel for everyone" - Transform travel anxieties into kindness - User interface and flow that anyone can use with confidence	Intuitive & easy operations and primary medium for boarding. Usability tailored to beginners and experienced travelers alike.	Today
JAL Official Booking Website (Handling ticket procedures, flight/boarding/mileage info)	Phase 3: "One seamless JAL experience, Anywhere in the world" - Unified JAL brand experience via globally consistent user experience - Easy-to-understand design and navigation	Unified color scheme and tone, consistent design and navigation across all regions and languages. Seamless experience from flight search to booking and mileage integration, featuring more intuitive organization to save clicks.	Jun 2026 and onward
JAL Corporate Website (JAL Group corporate information)	Phase 4: "Bringing JAL’s passion closer" - Clearly and accessibly convey JAL’s mission, challenges, and initiatives - Improved accessibility to objective information	Transition to a design that more clearly and effectively tells the story of JAL. Enhanced viewing and accessibility to help stakeholders find what they need, deepening their connection with JAL.	Jun 2026

For details about the JAL app, please see the following pages on the JAL website.

English: <https://www.jal.co.jp/jp/en/jalapp/>

Japanese: <https://www.jal.co.jp/jp/ja/jalapp/>