

## Financial Report for the First Quarter ending March 2020, Major Q and As

### ■International Passenger Business

Q1 : What is the FY19 Q2 outlook for international passengers ?

A1 : The China routes and the South East Asia routes were recovering in FY19/Q1, compared with FY18/Q4, when inbound demand weakened. This recovery trend is expected to continue in FY19/Q2. The North America route was strong in FY19/Q1 however the business demand trend has to be closely monitored in FY19/Q2 amid the US-China trade friction.

### ■Domestic Passenger Business

Q2 : What is the reason of the strong demand in FY19/Q1?

A2 : The passenger number increased by 4.3% yoy. This was led by the rising individual passenger demand.

Q3 : What is the FY19/Q2 outlook for domestic passengers ?

A3 : In FY19/Q2, a strong demand is also expected to continue in August and September. In addition, AIRBUS A350 will be operated on the Tokyo (Haneda) – Fukuoka route from September 1st. JAL will make further efforts to improve our competitive quality and service.