

Fiscal Years 2012-2016 JAL Group Medium Term Management Plan
Rolling Plan 2016 Q&A Summary

◆International Passenger Operations

Q1: What is the reason for the ASK will be ▲0.6% year-on-year?

A1: The main reason is the introduction of SKY SUITE.

◆Investment

Q2: Why will the investment be increased in FY16?

A2: Because the investment in aircrafts will be increased compared to other fiscal years.

◆Management Target

Q3: How do you achieve “No.1 Customer Satisfaction”?

A3: The Repeat Intention Rate of domestic fell from the 3rd to 5th place, however, by maintaining the on-time arrival performance and by enhancement of service quality such as remodeling airport lounges, we try to achieve No.1.