



To our valued Customers,

As we continue to navigate our way through this unprecedented time and deal with extraordinary challenges, we are committed to keeping you informed and updated on the steps we are taking to manage through the COVID-19 pandemic. The health, Safety, and well-being of our Customers and our Employees remain my highest priorities at all times and a responsibility the entire Southwest® Family holds sacred. In this midst of the heartbreak and hardships this crisis has imposed on our neighbors, our families, and our friends, I am also inspired and deeply moved by the compassion, resiliency, and the human spirit that has surfaced all around us. Thank you for being there with us. We are here for you.

We've been working around the clock to adapt to this new landscape, to adjust our procedures and policies to take care of our Customers, keep our operation running, and maintain a clean and comfortable cabin environment. I know many of our Customers have questions and concerns regarding your travel funds and tier status. We previously extended travel funds that are impacted due to the pandemic to give you more time to use them. I'm pleased to report that we are making some additional changes:

Tier Status & Companion Pass Benefits:

For our current A-List and A-List Preferred Members, we are extending your current earned status through December 31, 2021.

For our current Companion Pass Members, we are extending your current earned Companion Pass benefits through June 30, 2021.

For all Rapid Rewards® Members, we recognize that your normal flying behavior has been interrupted, limiting progress you may have been making toward qualification for A-List, A-List Preferred, and Companion Pass. For that reason, we are giving all Rapid Rewards Members a "boost" of 15,000 tier qualifying points and 10 flight credits toward A-List and A-List Preferred status, and 25,000 Companion Pass qualifying points and 25 flight credits toward Companion Pass status.

These moves represent additional ways to either work toward or to use these benefits once you're ready to begin traveling again. These adjustments will happen automatically and will be reflected in your Southwest Rapid Rewards My Account page

over the coming weeks. Learn more on the extension and the boost by visiting Southwest.com/RRcoronavirusupdates.

Travel Funds:

Previously, Customers' travel funds that have expired or would have expired between March 1 - June 30, 2020, or travel funds that were created because of a cancellation between March 1 - June 30, 2020, had an expiration date of June 30, 2021. We are now expanding the window of funds eligible for extended expiration dates and extending the expiration date of these funds. **Funds that are set to expire or funds that are created between March 1, 2020 and September 7, 2020, will have an expiration date of September 7, 2022.** This gives Customers who had travel funds created in connection with this pandemic—or who won't be comfortable traveling this summer—additional time to retake that same trip or explore a different destination. It will take our Technology Team a few days to make these changes and more details on this extension can be found at Southwest.com/RRcoronavirusupdates.

Additionally, we have added a new benefit for our valued Rapid Rewards Members. **Those Members who have travel funds that are set to expire or funds that are created between March 1, 2020 and September 7, 2020 will have the option to convert those travel funds into Rapid Rewards® points at the same rate you would be able to purchase a ticket with points today.** We hope this provides our Members ultimate flexibility as Rapid Rewards points never expire, never have cancel or change fees (fare difference may apply), and you can redeem your points for anyone you choose. Our Technology Team is working to build this conversion capability, and we will be in touch when it is ready for you to use. In the meantime, you don't need to take any action - your travel funds will be automatically extended for the two years mentioned above, and you will be able to make this conversion once we bring this new functionality to fruition.

We ask for your patience as we implement these benefits and new exceptions. It's our hope that the policy changes above bring you more comfort and confidence that we will be here, ready to serve you, when you're ready to travel.

In addition to the changes we have made to our policies, we're continuing to modify the way we operate and serve you—from enhanced cleaning procedures, social distancing guidelines, onboard service offerings to limit personal contact, providing more Personal Protective Equipment (PPE) for our Employees, and much more. You can learn about these efforts on our [Travel Advisory](#) and our Company [Blog](#).

No doubt, this has been an incredibly challenging environment for us all, but we've been uplifted and found special meaning in the term "essential travel." From transporting medical professionals to hospitals and hotspots around the country, to partnering with organizations to ship important cargo and medical supplies, to serving Customers on their way to see loved ones and lend a helping hand—there is so much good that has filled our hearts with pride—every day on every flight.

Today and every day, we're committed to reconnecting you to the people and places you love. We're in this together. Thank you for your patience as we navigate through these changing times.

Stay Heart Strong,

A handwritten signature in black ink that reads "Gary". The signature is written in a cursive, flowing style.

Gary Kelly, Chairman and CEO