



# Air France-KLM renews its exclusive and personal corporate recognition program

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Air France-KLM is relaunching its Corporate Benefits Program designed for corporate customers. Corporate travel arrangements within international companies will have never been so easy and flexible thanks to the **14 exclusive benefits** offered on all Air France and KLM flights, as well as on flights operated by HOP! and Joon. Moreover, as from November 1<sup>st</sup>, 2018, certain benefits will also apply to flights operated by Delta Air Lines, an Air France-KLM partner.

## Taking corporate travel beyond your expectations

The Air France-KLM Corporate Benefits Program offers 14 benefits, designed around key values for corporate customers - service, flexibility, priority and recognition.

### Service -

- Air France-KLM assigns to each customer a dedicated accounts manager who perfectly understands their business;
- a local sales team can also answer questions rapidly;
- a call centre is available at all times, in contact with travel agents.

### Flexibility -

- the Corporate Benefits Program offers more flexible ticketing deadlines<sup>1</sup>;
- possibility to change passenger name on the ticket<sup>1</sup>;
- travelers have a guaranteed seat in Economy class on long-haul flights<sup>1</sup>.

### Priority -

- customers can select their seat at any time<sup>2</sup>;
- they enjoy priority boarding on all long-haul flights<sup>1 2</sup>;
- they are taken care of first, receiving priority service on wait-lists<sup>2</sup>, in customer care for after-sales service<sup>1</sup>, in call centers<sup>1 2</sup> and particularly in the event that things don't go as planned<sup>2</sup>.

## Recognition -

- On board and on the ground, Corporate Benefits Program members are recognized by Air France-KLM staff as valued customers, and enjoy a personalized experience.

*“Constantly developing our commercial offer for our corporate customers is one of Air France-KLM’s priorities. We now offer our corporate customers individual benefits independently of their personal status, but in line with the status of the company for whom they are travelling”,* stated Patrick Alexandre, Executive Vice President Air France-KLM Commercial, Sales & Alliances.

<sup>1</sup> \*Some benefits only apply to specific booking classes. Some benefits are not yet available on all markets or at all airports (implementation in progress).

<sup>2</sup> These benefits also apply to Delta Air Lines flights.

## **Thème:**

## **Group**