**China Eastern Airlines Co., Ltd.**

**Customer Service Plan**

China Eastern Airlines Co., Ltd. is committed to providing the highest possible customer experience to each of our passengers. In accordance with DOT’s Enhancing Airline Passenger Protections rule, we will provide the following services to our customers on all of our scheduled flights to and from the United States:

**Notification of the Lowest Fares**

When a customer inquires about a fare or makes a reservation by calling our reservation center, visiting our website, or speaking to a representative at one of our ticket counters, we will inform them that the lowest fare offered by us on a particular ticket may be available elsewhere if that is in fact the case.

**Notification of Flight Delays, Cancellations, and Diversions**

We will notify ticketed passengers and the public if the status of a flight changes. A change in the flight’s status is a cancellation, diversion, or a delay of more than 30 minutes. We will notify passengers and the public of any flight status changes within 30 minutes of learning of the change. If we become aware of additional changes to a flight’s status, we will notify passengers and the public within 30 minutes of learning of the additional change. We will also provide flight status information to passengers in the flight’s boarding gate area at a U.S. airport, on our website, through our telephone reservation system, and also upon inquiry from any person.

To the extent that flight status displays or other informational displays at the U.S. airport where the flight has been delayed, cancelled, or diverted, are controlled by us, we will use those displays to notify customers of the flight’s status change within 30 minutes of learning of the change. If the display system is airport-controlled, we will provide airport authorities with the necessary information within 30 minutes of learning of the change.

**On-Time Delivery of Baggage**

We will make every possible effort to ensure that your bags travel on the same flight as you. If your baggage does not arrive with you, you should file a missing baggage claim prior to leaving the airport, as this will help us locate your baggage and also allow us to explain the baggage recovery process to you.

We will make every effort to return your baggage within 24 hours. When your missing baggage is located we will return it to you at your local address. If you have expenses because of such delays and are eligible to receive compensation under applicable treaties, we will compensate you for reasonable and necessary expenses as required by such treaties.

If you paid a fee to transport baggage and the baggage is subsequently lost, we will refund the fee you paid.

**Allow Customers to Keep and/or Cancel Reservations for 24 Hours**

When you make a reservation with us, we will either hold your reservation at the quoted fare without payment for 24 hours or allow you to cancel your reservation without penalty for 24 hours, so long as you make the reservation at least one week prior to the flight’s departure. If you have questions regarding these polices, please speak to a Customer Service Representative.

**Prompt Ticket Refunds**

We will do our best to process eligible refunds in the time frames listed below, although refunds cannot be processed until we receive all necessary information from the passenger and some tickets are not refundable. In certain circumstances such as flight cancellations and oversale situations, we will refund fees charged to a passenger for optional services that the passenger was unable to use.

For all eligible tickets purchased within the U.S. by a passenger using a credit card, we will provide refunds within 7 business days of its receipt of all required refund information from the passenger. (It may take credit card refunds multiple billing cycles to appear on your credit card statement. Please contact your credit card company to ensure the refund was properly processed.) Tickets purchased with a check or cash will be refunded within 20 business days of our receipt of all required information from the passenger.

Refunds for electronic tickets can be obtained by contacting our Reservations department or through our website. All other refund requests should be sent to us at:

China Eastern Airlines Co. Ltd. Customer Relations Department

66 Airport Street

Pudong International Airport

Shanghai, China

Post Code: 201202

In some situations (e.g. lost ticket refunds, adjustment refunds, and refunds for tickets purchased outside the United States), refund requests cannot be accommodated within the time frames listed above.

**Proper Accommodation of Customers with Disabilities and Special Needs**

On covered flights, we will comply with all requirements of the DOT disability rules contained in Part 382. Interested customers can obtain a copy of Part 382 from the DOT by any of the following means:

* For calls made from within the United States, by telephone via the Toll-Free Hotline for Air Travelers with Disabilities at 1 (800) 778–4838 (voice) or 1 (800) 455–9880 (TTY).
* By telephone to the Aviation Consumer Protection Division at 1 (202) 366–2220 (voice) or 1 (202) 366–0511 (TTY).
* By mail to:

Air Consumer Protection Division, C–75,

U.S. Department of Transportation,

1200 New Jersey Ave., SE., West Building,

Room W96–432,

Washington, DC 20590

* On the Aviation Consumer Protection Division's Web site: (http://airconsumer.ost.dot.gov)

**Proper Accommodation of Customers’ Needs During Extraordinary Delays**

When one of our flights experiences a lengthy tarmac delay, our “Contingency Plan for Lengthy Tarmac Delays” will be activated to ensure our customers’ needs are met during the delay.

You can view our Contingency Plan for Lengthy Tarmac Delays at: www.flychinaeastern.com.

**Oversales**

If a flight is overbooked and more passengers with confirmed reservations are present at the gate for departure than can fit on the aircraft, our representatives will request volunteers to give up their seat. Volunteers will be compensated and booked on an upcoming flight. If enough passengers do not volunteer, we will be forced to deny boarding involuntarily in accordance with our boarding priority rules. We will treat passengers who are involuntarily “bumped” with fairness and consistency. In most cases, passengers who are involuntarily denied boarding on covered flights are entitled to compensation under U.S. law. If you have questions or would like additional information on our overbooking policies and the compensation due to passengers who are involuntarily denied boarding, please review our Conditions of Carriage or speak to one of our Representatives.

**Disclosure of Travel Policies that may Affect Our Customers’ Travel**

Information on our cancellation policies, aircraft seating configuration, and lavatory availability is available on our website. This information is also available by contacting a member of our telephone reservation staff in the United States at 310-646-1849（los Angeles）, 718-536-9651(New York), .808-218-2310(Hawaii).

**Notification of Itinerary Changes**

We will do our best to notify you as quickly as possible of any changes in your travel itinerary. If you have a question about an upcoming flight, please call us in the United States at 310-646-1849（los Angeles）, 718-536-9651(New York), .808-218-2310(Hawaii).

**Responsiveness to Customers’ Complaints**

If a passenger has an unsatisfactory experience on one of our flights or with one of our employees, they may file a complaint with our Customer Relations Department. Every customer complaint will be read by a member of our staff and acknowledged in writing within 30 days of the complaint’s receipt. If our initial acknowledgement does not fully address the concerns raised by the customer, we will send a substantive written response to the customer within 60 days.

Customer Relations can be reached immediately by calling a customer service representative at 310-646-1849（los Angeles）, 718-536-9651(New York), .808-218-2310(Hawaii).

You can also visit our website at [www.flychinaeastern.com.](http://www.flychinaeastern.com/)

Or you can write to us through the U.S. Mail, and should send your letters to:

China Eastern Airlines Co. Ltd. Customer Relations Department

66 Airport Street

Pudong International Airport

Shanghai, China

Post Code: 201202

We have also developed and staffed a position solely responsible for monitoring flight delays, cancellations, and lengthy tarmac delays and determining how these events impact our passengers on an individual basis.

**Mitigation of Inconveniences that Result from Flight Cancellations and Diversions**

When one of our flights is cancelled and you miss a connection, we offer various services to mitigate any inconvenience you may experience.

In the event of a cancellation or significant delay, we will do our best to reroute you on our next flight with available seats. If one of our flights is forced to divert, we will try to inform you before departure if a diversion is possible and if the decision to divert is made after takeoff, a member of the our flight crew will inform you. If your diverted flight is diverted and then cancelled, we will try to reroute you on another flight as soon as possible.

**Legal Notice**

This Customer Service Plan does not create contractual or legal rights, nor legally bind China Eastern Airlines Co., Ltd. for actions taken in conformance with this plan. China Eastern’s contractual rights and obligations are listed in the company’s conditions of carriage and applicable tariffs. These resources provide customers with additional information on the matters discussed herein, and should be carefully reviewed to ensure that customers fully understand their rights and our obligations.