

ANA Introduces Alipay Compatibility in China

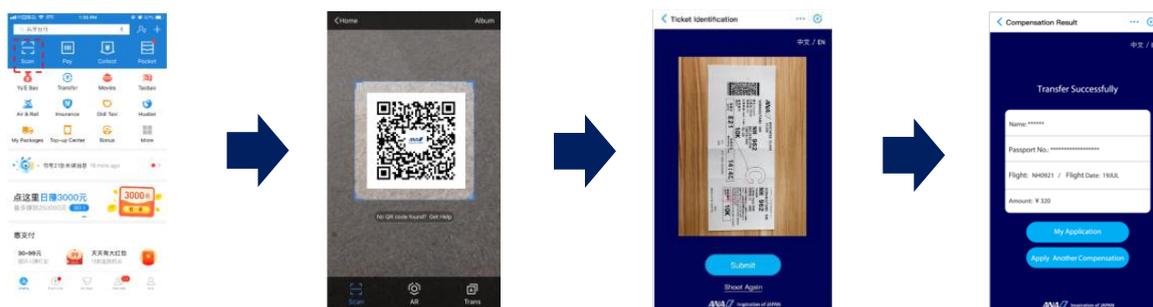
- ANA is giving passengers flying to or from select Chinese airports the option to receive compensation in case of cancellation or delay caused by the bad weather through Alipay.

TOKYO, Nov. 26, 2019 – All Nippon Airways (ANA), Japan's largest and 5-Star airline for seven consecutive years, is giving passengers flying to or from select Chinese airports the option to accept compensation for canceled and delayed flights via [Alipay](#). This decision to increase options for passengers reflects ANA's commitment to be at the cutting edge of technological innovation.

Alipay, a China-based third-party mobile and online payment platform, is one of the world's leading digital payment platforms, with more than 1.2 billion registered users worldwide. ANA has added Alipay as an option for compensation when there are complications with a flight, such as cancellations or delays due to weather constraints. While cash payments will still be an option, ANA hopes to streamline the process by adding Alipay.

"ANA works to reduce flight cancellations whenever possible, but in the event they occur, we want to do everything we can to make the compensation process as easy as possible for our valued passengers," said Masaki Yokai, Senior Vice President of ANA. "Part of our commitment to service is making these difficult situations easier to resolve. By introducing Alipay compatibility, we hope we can create a more intuitive compensation process when flight disruptions occur."

How to receive compensation by Alipay App:



1) Open the Alipay App and scan the QR Code

2) Scan your boarding pass

3) Receive compensation

* When purchasing air tickets on the ANA China website, passengers can use "Alipay" as a payment method.

Starting on Nov. 26, 2019, Alipay will be an option for passengers who have a bank account in China and are flying to or from Beijing Capital International Airport, Shanghai Pudong International Airport and Shanghai Hongqiao International Airport on ANA Group international flights. To receive payment, eligible passengers can open their Alipay App and scan a QR code provided by ANA. Once the QR code is scanned, passengers can scan their boarding pass information to receive their reimbursement.

Providing a convenient and comfortable travel experience will always be a key priority for ANA. This new compensation option is a way for ANA to continue improving the travel experience for its passengers.



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About ANA

Following the “Inspiration of Japan” high quality of service, ANA has been awarded the respected 5-Star rating every year since 2013 from SKYTRAX. ANA is the only Japanese airline to win this prestigious designation seven years in a row. Additionally, ANA has been recognized by *Air Transport World* as “Airline of the Year” three times in the past 10 years - 2007, 2013 and 2018, becoming one of the few airlines winning this prestigious award for multiple times.

ANA was founded in 1952 with two helicopters and has become the largest airline in Japan, as well as one of the most significant airlines in Asia, operating 82 international routes and 118 domestic routes. ANA offers a unique dual hub model which enables passengers to travel to Tokyo and connect through the two airports in the metropolitan Tokyo, NARITA and HANEDA, to various destinations throughout Japan, and also offers same day connections between various North American, Asian and Chinese cities.

ANA has been a member of Star Alliance since 1999 and has joint venture partnerships with United Airlines, Lufthansa German Airlines, Swiss International Airlines and Austrian Airlines.

Besides the full service and award winner carrier ANA, the ANA Group has two LCCs as consolidated subsidiaries, Vanilla Air Inc. and Peach Aviation Limited. The ANA Group carried 54.4 million passengers in FY2018, has approximately 43,000 employees and a fleet of 260 aircraft. ANA is a proud launch customer and the biggest operator of the Boeing 787 Dreamliner.

For more information, please refer to the following link.

<https://www.ana.co.jp/group/en/>