

MULTIPLUS NETWORK REGULATION

MULTIPLUS S.A. ("Multiplus"), registered with the corporate taxpayers' roll "CNPJ" under # 11.094.546/0001-75, created, developed and maintains a Multi-Loyalty Network referred to as Multiplus, which brings together, in a single account, the benefits, products and services offered by different companies, hereinafter referred to as Partners, and their respective relationship and trade Loyalty promotion programs.

The Multi-Loyalty Network allows individuals to join together, become Participants, and choose in which Partners and/or customer relationship programs and/or Loyalty promotion networks of commercial Partners they wish to earn Points in, and in which they wish to redeem benefits, products and services, according to their convenience.

The purpose of this Regulation is to establish all rules and conditions for the participation of the Participants in the Multiplus Network.

Acceptance of this Regulation shall be by clicking on the "I Accept" button located at the end of the document. The Participants must read and understand the entire content of this Regulation before they decide on their participation in the Multiplus Network, being certain that upon acceptance and adhesion to this Regulation, the person concerned will be able to register to enjoy all the benefits and advantages of the network.

For the purposes of demonstrating the validity of the acceptance of this document by the Participant, as well as manifestation of desire to participate, Multiplus can store records of logs of acceptance at the time of registration.

In the case of any disagreement, total or partial, with the terms of this Regulation, the Participant should refrain from registering and using any Multiplus channel.

To this Regulation are applicable the other rules and regulations of privacy established by Multiplus, especially the Privacy Policy, available at pontosmultiplus.com.br/home/resources/Politica_de_Privacidade.pdf

1. ADHESION TO MULTIPLUS

1.1 Adhesion of Participant. Participants of the Multiplus Network shall be any individual who is over 02 (two) years of age and who correctly registers with Multiplus on the website www.pontosmultiplus.com.br, or in any other available channel duly informed by Multiplus, as provided in these Regulations.

1.1.1. If the Participant is relatively (under 18 and above 16 years of age) or absolutely a minor (under the age 16), pursuant to Brazilian civil law, the Participant must declare that the registration for using the Program and consequently, acceptance of these Regulations, was made with the consent of the parents or guardians, in the capacity as either aid or representatives, as applicable, which are thereby responsible for the Participant's acts when using the Multiplus Network, in case of any unlawful conduct, pursuant to the legislation in force.

1.1.2. The Participant is solely and exclusively responsible for the truth and integrity of all information provided to Multiplus, and must keep the personal information up to date, especially name, Taxpayers' ID (if applicable), email and telephone for contact. Multiplus is not liable, in any event whatsoever, for any damage or loss caused in connection to incorrect or inaccurate information provided by civil the Participant.

1.2 Acceptance of the Regulations. Membership and participation of the Participant on the Multiplus Network is subject to the terms and conditions of this Regulation, which will be expressly accepted by the Participant upon registration by clicking on the "I Accept" button. After effective registration, the Participant will receive his/her Multiplus number, Access Password and Redemption Password, which will identify him/her as a participant of the Multiplus Network, and will enable access to data and information into his/her Multiplus Account, located in a restricted environment on the website pontosmultiplus.com.br

1.2.1. If the Participant does not agree with the terms of this Regulation and, therefore, has not accepted it, he/she will not be able to log into his/her account, and shall be prevented from participation in the Multiplus Network.

1.3 Multiplus Number. The Multiplus Number will be equivalent to the social security/treasury department [CPF/MF] #, or random Multiplus number created from the Multiplus system for Brazilian Participants or minors who do not have a CPF/MF # issued, or foreigners who do not have a CPF/MF # issued.

1.4 Multiplus Account. The Multiplus Account brings together all of the information your Points, including the balance and their period of validity, being the sole responsibility of the Participant to access them via the Multiplus website pontosmultiplus.com.br.

1.5 Information of personal use of Participant. The access information to the Multiplus account, as well as Multiplus #, Access Password and Redemption password are personal, non-transferable and exclusively of the knowledge of the Participant; it is your duty to keep them under strict confidentiality, never disseminating, providing or sharing them by any means or form. The use or unauthorized access to such information by third parties is of the sole responsibility of the Participant, which includes the responsibility for losses as a result of misuse by a third party, thereby exempting Multiplus of liability for any misuse.

1.6 Reissuing/Changing of the Access and/or Redemption Passwords. The Access Password and Redemption Passwords may be re- issued by Participant, at any time, at his/her request through the call center provided by Multiplus at pontosmultiplus.com.br

1.7 Change of registration with Multiplus. The Participant's registration and/or issuance of new passwords can only be performed by the Customer, with the sending of documents requested by Multiplus, if applicable, at any time, upon request via the call center or another channel indicated and made available by Multiplus.

1.7.1 For their convenience, Participants enrolled in the Multiplus network that change their account content in any of the service channels will also see the new information automatically updated in the LATAM Loyalty Program.

1.8 Duplicity of registration with Multiplus. Each Participant will be authorized by Multiplus to perform only 01 (one) registration in the Multiplus Loyalty Network thus resulting in only 01 (a) Multiplus Account. If Multiplus finds in its records the existence of 02 (two) or more registrations and/or accounts with Multiplus for a participant, only one of them shall prevail, to be defined at the exclusive discretion of Multiplus. The surviving Account with Multiplus will collect all the points accumulated by the Participant, previously contained in the double registration, in accordance with this Regulation.

1.9 Adhesion to the LATAM Loyalty Program. Participant's adhesion to the Multiplus Network will also include membership in the LATAM Loyalty Program of the Partner LATAM Airlines Brazil,

through express acceptance by the Participant to the Regulations of the LATAM Loyalty Program and the Multiplus Network.

1.10 Adhesion to relationship programs and/or incentive to trade Loyalty of Partners. Except for the registration in the LATAM Loyalty program, the Participant who wishes to enjoy the benefits of customer relationship programs and/or incentive to commercial Loyalty of the Partners in Multiplus Network, including the possibility of performing the accumulation and/or Redemption of Points, must directly adhere to each of the programs of the Partners. Such membership shall be subject to the rules and conditions informed directly by the Partner, it being certain that at any moment this enrolment will be handled automatically by Multiplus.

1.10.1. Exceptionally, in cases of express consent of the Participant, the registry with the Multiplus Network can be initiated directly by the Partners, who will pre-register the Participant. In this case, the Participant should subsequently enter the Multiplus website, complete the registration and accept this Regulation, after which he/she is able to receive the Points accumulated by the Partners and redeem products and/or services.

1.10.2 Multiplus is not responsible for customer relationship programs and/or incentive to commercial Loyalty of their Partners, or for the collection and processing of data carried out directly by the Partners, by reason of Participant's acceptance of their programs.

2. MULTIPLUS POINTS

2.1 Multiplus Points. The "Points" or "Multiplus Points" are the units of measurement used by Multiplus to account for the accumulation and the Redemption of benefits offered by the Multiplus Loyalty network. Any Point available for Accumulation and/or Redemption in the Multiplus Loyalty Network must be understood as a property of Multiplus, being certain that their use should be carried out in accordance with the terms of this Regulation.

2.2 Validity of the Points. The accumulated Points will be valid for Redemption for a period of 02 (two) years from the posting of Points in the Multiplus Account of the Participant and its debit will always be from oldest to most recent posting.

2.3 Prohibition of the Trading of Points and benefits of the Multiplus network. It is expressly forbidden for Participants to trade Points and/or benefits offered by Multiplus Network, in any form, including, but not limited to purchase, sale, assignment, donation or exchange of Points. Proof of such practices will lead to the immediate exclusion of the Participant from the Multiplus Network and the cancellation of the Points, regardless of legal action needed being taken.

2.3.1. Also excludable from the Multiplus Network are any Participants who break the rules of this Regulation, as well as use of fraud or ruse in the use of the benefits, without prejudice to civil and criminal liabilities.

2.3.2. In the event of damage or loss to Multiplus, depending on the purchase, sale, transfer or exchange of Points and benefits of the Multiplus Network, the Participant undertakes to compensate it for all losses incurred.

2.4 Prohibition of the Assignment of Points. The Points accumulated by the Participants are personal and non-transferable, it being expressly prohibited to sell them to third parties, for any reason, including by succession or inheritance. In the case of death of the Participant and holder of Points, his/her Multiplus Account will be closed and the accumulated Points cancelled.

2.5 Conversion into cash. Under no condition shall the Points be converted totally or partially into cash or credit into account and/or currency.

2.6 Reimbursement of Points. Multiplus **may** Redeem Points at its sole discretion, at the request of the Partner or exceptional character, at the request of the Participants and where in both cases it may be submitted to assessment and determination of the specific request, cancelling the Accumulation or Redemption accomplished and returning points to the Participant's Multiplus Account. The reasons that may lead to reimbursement of Points redeemed include but are not limited to systemic error and human error. The Points will be credited to the Participant's Multiplus account with the same date of original posting, i.e. the date on which the Participant originally accumulated such Points.

2.6.1. The reimbursement of points relating to the redemption of products, services and promotions of the Partners, including, but not limited to reimbursement of the redemption of tickets, shall comply with the specific rules of the Loyalty programs of each of the Partners.

2.6.2. The following hypotheses do not foster the Reimbursement of Points:

- (a) Dissatisfaction of the Participant or flaw in the product and/or service object of Redemption, being sure that any claim in this direction should be forwarded directly to the Partner responsible; and
- (b) Dissatisfaction of the Participant to transfer Points for promotions and/or programs of Partners. Once the Points are transferred, the rules of promotions and/or destination programs will apply.

2.6.3. In the case of the non-recognition of Points used by the Participant, the same will have a term of 06 (six) months from the date of redemption to register complaint with Multiplus and allow 30 days for it to reply to Participant with regard to the claim.

2.6.3.1 If it is found that the points claimed by the Participant were actually used improperly, the same shall be credited into the Participant's Multiplus account with the same date of original release, that is, the date on which the Participant originally accumulated such Points.

3. ACCUMULATION OF POINTS IN MULTIPLUS

3.1 Accrual of Points. The accumulation of points by the Participant in the Multiplus Loyalty Network can take place when the Participant:

- (i) hires the services and/or purchases products offered by the Partners; or
- (ii) Participates in the programs and/or promotions encouraging trade Loyalty promoted by Partners and transfers the benefits obtained in such programs and/or promotions to the Multiplus network.

3.1.1 In all cases, the Participant will be able to obtain information on the terms and conditions specific to accumulation and/or transfer of Points: (a) with the Partner, at the time of Accumulation and/or request for transfer; or (b) with Multiplus, at any time after the completion of the accumulation and/or transfer; or, (c) in consultation with the website pontosmultiplus.com.br and/or website provided by the Partner.

3.2 Crediting of Points into the Multiplus Account. The Points accumulated by the Participant will be credited to his/her Multiplus Account in up to 60 (sixty) calendar days after the Partner has communicated the accrual to Multiplus. Multiplus shall credit the Points into the Multiplus Account of each Participant according to the information transmitted by the Partner. In the case of failing to

credit such Points, or even, if the number of points credited is in disagreement with the Accumulation performed, the Participant should contact the Partner directly. Multiplus is not responsible for any incorrect information provided by its Partners, nor by other improprieties arising therefrom.

3.3 Collection of transfer fee of Points by Partners of the Multiplus network. Any amounts collected by Partners to transfer Points to Multiplus will be subject to the conditions of the specific Regulation of each of the Partners, exempting Multiplus of any liability, whether direct or indirect, subsidiary or joint, for their collection with the Participants.

4. **REDEEMING POINTS**

4.1 Redemption. Participants who have accumulated points in their Multiplus Account can Redeem Points by converting them into benefits offered by the Multiplus network Partners, which comprise services, products, promotions, and/or incentive programs for trade Loyalty, promoted by Partners.

4.2 Accounting of Points for Redemption. Each Redemption performed should count the Points accumulated by a single Participant, being expressly prohibited the sum of Points of different Participants, to carry out a single Redemption.

4.3 Costs and/or charges on Redemption. The Redemption Points by participating in Multiplus Network may involve any costs and/or charges, according to the type of benefit redeemed and/or the channel used to carry out the Redemption, through the collection of fees. The Participant should consult the information about such costs and/or charges at the time of Redemption, in channels made available by Multiplus, informed in this Regulation.

4.4 Redemption procedure.

- (a) Before performing any Redemption of Points, the Participant should consult the rules available in pontosmultiplus.com.br and follow the guidelines contained therein.
- (b) The Redeeming of Points should be carried out by the Participant through pontosmultiplus.com.br or other channels for redemption provided by Multiplus.
- (c) To access the pontosmultiplus.com.br, the Participant shall inform his/her Multiplus Number and access Password in the indicated fields, to access his/her Multiplus Account.
- (d) After accessing the Multiplus Account, the Participant should select the benefit chosen, and inform his/her Password to redeem Points.
- (e) The other procedural information is available for consultation at pontosmultiplus.com.br.

4.4.1 At the time of redemption, it may also be requested the insertion of an authorization code to be sent to the Participant's phone kept in their Multiplus registry. The Participants undertake to keep their phones updated appropriately as well as maintain the authorization code received under strict confidentiality, not disclosing, providing or sharing it by any means or form.

4.4.2 With effect from November 15, 2015, participants can unify their password to access the LATAM Loyalty Program and the Multiplus Network, composed of 08 (eight) characters, as shown in the Multiplus instructions. Multiplus and Partner LATAM Airlines Brazil can make the unification of access passwords and login mandatory, composed by the Multiplus Number and the LATAM Loyalty Program Number, whose change shall be communicated in advance to the participant. The Participant's personal data as registered in the Multiplus Network may be incorporated for the purpose of updating the information contained in the LATAM Loyalty Program in order to ensure information security and the best experience of the Participant in Partner's network.

4.4.3 As of April 30, 2016, the TAM Loyalty Program becomes the LATAM Loyalty Program, whereupon will be unified the access password and login to the Multiplus Network, as provided in Section 4.4.2.

4.4.4. The Participants is responsible for all the action that are carried out with the use of their Redemption Password and the authorization code, which includes the responsibility for losses as a result of misuse by a third party, thereby exempting Multiplus of liability for any misuse.

4.5 Specific Redemption conditions. The specific conditions applicable to the Redemption of Points, such as quantity and equivalence of Points for each service, product, promotion and/or the Partner program, will be defined by Multiplus, and/or by the Partner and duly approved by Multiplus, and may change periodically. The disclosure of these changes will be made by Multiplus and/or by the Partner to the Participants through the web site, e-mail, advertising, among other means of communication that may be made available by Multiplus to Participants.

4.6 Transfer of Points. Where the Participants choose to carry out the Redemption of Points, transferring them to promotions and/or incentive to business Loyalty programs of Partners, the following conditions shall apply:

- (a) The specific rules applicable to the transfer of Points for promotions and/or incentive to business Loyalty programs of Partners, such as conversion factors, quantity and equivalence of benefits, will be defined between Multiplus and the Partner, and its disclosure to Participants will be carried out by means of pontosmultiplus.com.br and/or other channels available.
- (b) Once having transferred the Points for promotions and/or incentive business Loyalty programs of Partners, there will be no possibility of cancellation of the request and/or returning of the Multiplus Points, which will then be under the rules for such programs and/or promotions of destination, which are the responsibility of the Partners and will be applicable to Points of Participants, including with respect to the possibility of reimbursement.

4.7 Donations to Partners by way of Redemption of Points. The donations made by the Participants to the Partners exclusively specified in pontosmultiplus.com.br of Multiplus through Redemption of Points, may not be used for abatement of any taxes owed, in particular, Income Tax.

4.8 Responsibility for redeemed benefits. All benefits available for Redemption in the Multiplus Loyalty Network, including the services, products, promotions and incentive programs for business Loyalty of Partners, are created, developed and managed independently by such Partners, without any intervention or participation of Multiplus. In this sense, Multiplus has no liability, whether direct, indirect, subsidiary or joint, for referred services, products, promotions and incentive programs of business Loyalty, so that any defect or flaw regarding them should be claimed with the responsible Partner.

THE PARTICIPANT UNDERSTANDS THAT ALL INFORMATION RELATING TO THE PRODUCT AND/OR SERVICE REDEEMED IN THE MULTIPLUS NETWORK, INCLUDING, BUT NOT LIMITED TO THE RISKS, FEATURES, PECULIARITIES, DELIVERY DEADLINES, RECEIVING, WITHDRAWAL, AMONG OTHERS, SHOULD BE VERIFIED BY THE PARTICIPANT DIRECTLY TO THE PARTNER RESPONSIBLE FOR THE PRODUCT AND/OR SERVICE.

THE REDEMPTION OF PRODUCTS AND SERVICES, INCLUDING, BUT NOT LIMITED TO ALCOHOLIC BEVERAGES, OR SERVICES SUCH AS RENTAL OF CARS, AMONG OTHERS, ARE EXCLUSIVELY RESTRICTED TO THOSE AGED 18 YEARS OR OLDER AND CIVILLY

CAPABLE IN TERMS OF STANDARDS AND APPLICABLE LAWS. MULTIPLUS IS NOT RESPONSIBLE FOR INCORRECT INFORMATION AND/OR INCONGRUOUS DATA SUPPLIED BY THE PARTICIPANT, THROUGH WHICH ACCESS TO PRODUCTS OR SERVICES UNSUITABLE FOR THEIR AGE IS ATTAINED.

5. USE AND AVAILABILITY OF INFORMATION TO PARTNERS

5.1 In addition to the methods reported in its Privacy Policy, Multiplus can utilize the information provided on registration of Participant and collected by the use of the Multiplus Network in the ways described in this Item 5.

5.2 Multiplus may use the contact information provided by the Participant to disclose options of redemption and accumulation of Points of the Partners of Multiplus Network which Multiplus deems relevant to the Participant on the basis of the information obtained about participant.

5.3 Multiplus may share the information collected with its Partners to identify those responsible for misuse of the points, as far as the redemptions and accumulations of Multiplus Point are concerned, such as, but not limited to, any suspected fraud and/or crime.

5.4 THUS, THE PARTICIPANT GRANTS EXPRESS AND INFORMED CONSENT TO MULTIPLUS FOR IT TO USE THE INFORMATION OBTAINED TO, IN ADDITION TO THE REGULAR PROVISION OF REDEMPTION OPTIONS AND ACCUMULATION OF POINTS, THE PERSONALIZATION OF SERVICE TO PARTICIPANT, AS WELL AS FOR THE IDENTIFICATION OF THOSE RESPONSIBLE FOR MISCONDUCT AND/OR ILLICIT ACTS PERFORMED USING THE SERVICES AVAILABLE FROM MULTIPLUS.

6. MISCELLANEOUS PROVISIONS

6.1 Partners of the Multiplus network. Multiplus reserves the right, at any time, regardless of prior consent of Participants, to add, delete or modify the participation of Partners of Accumulation and/or Redemption, in the Multiplus network.

6.2 Change of Regulation. This Regulation may be amended at any time and at the sole discretion of Multiplus, upon prior notice to Participants, by means of registration of the instrument of amendment in competent notary.

6.3 Omission. Any situation not provided for in this Regulation, as well as any cases omitted, shall be decided exclusively and independently by Multiplus.

6.4 Validity of Regulation. The present Regulation is properly registered before the Notary Public and Registrar of Deeds and Documents of City of São Paulo, revoking the previous regulations, and will remain valid indefinitely until replaced, at the discretion of Multiplus, by new and duly registered regulation.

6.5 Waiver or Novation. It shall not represent waiver, inefficiency or novation of obligation, and will not affect the right of Multiplus to require compliance with the provisions of this Regulation, any of the assumptions listed, but not limited to: (i) omission of Multiplus to require implementation of any provision of the Regulation; (ii) tolerance of Multiplus to failure to comply with any provision of the Regulation. All waiver, recognition of inefficiency or novation of obligation is only valid if made in writing and signed by the legal representative of Multiplus.

6.6 Casualty and Force Majeure. Multiplus shall not be deemed delinquent or at default of any of its obligations under this Regulation if the reason for noncompliance arises from unforeseeable circumstances or force majeure in the manner established by Brazilian Civil Code (Law no. 10.406/2002).

6.7 Independence of Provisions. All the terms, conditions and provisions of this Regulation are independent, being certain that, in the event of any of its terms, conditions or provisions being considered, by court or arbitrator as invalid, unenforceable or illegal, in whole or in part, for any reason, the validity and enforceability of the remaining terms, conditions and provisions, or parts of them, shall remain unaffected.

6.8 Management of the Multiplus Network. The Multiplus network, which is managed independently and at the exclusive discretion of MULTIPLUS, can be suspended or modified at any time, upon prior notice to the Participants. In any case, Multiplus reserves the right to cancel the Points accumulated by the Participants, without anything being due by reason of such cancellation.

6.9 Exclusion of Participant from the Multiplus network. Multiplus reserves the right to exclude the Participant from the Multiplus Network and cancel his/her Score, regardless of legal action taken or needed, as soon as it has knowledge of illegal conduct or breach of the provisions of this Regulation, falsehood or bad-faith employed by the Participant in their use or to obtain the benefits of the network, and may prevent their subsequent return, without any compensation.

6.10 Governing Law. This Policy will be governed by, construed and enforced in accordance with the laws of the Federative Republic of Brazil, regardless of conflict of these laws with the laws of other states or countries; and the Jurisdiction shall be that of the location the User deems pertinent, in Brazil, to resolve any issues arising out of this instrument. The User consents to the competence of that jurisdiction and waives any other, however privileged it is or comes to be.

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