



SPANAIR SETS UP AN ASSISTANCE CENTRE FOR RELATIVES IN LAS PALMAS

- The centre will open tomorrow, Tuesday 28th of August at the Hotel Tryp Iberia (Address: c/Alcalde José Ramírez Behencourt, 8). Office hours from 9 a.m. to 9 p.m.
- A team of 12 volunteers will assist, amongst other roles, the families to arrange the advanced payment for the compensations to relatives of the victims and injured passengers.
- The free telephone number and e-mail address provided will remain the same for contacting this centre as for the Family Assistance Centre.

Madrid, 27th of August 2008.- Spanair will open tomorrow, 28th of August an assistance centre based at the Hotel Tryp Iberia in Las Palmas, Gran Canaria, address c/Alcalde José Ramírez Behencourt, 8. This is the second centre set up by the company for the families of the victims, adding to the centre already established in Madrid at the Hotel Auditorium the 20th of August.

From 9 a.m. to 9 p.m. uninterruptedly, 12 volunteer members of Spanair's Special Assistance Team (SAT) will assist victims' relatives from the Canary Islands in their needs, including arranging psychological support and arranging all concerns related to the advanced payment for the payment compensation of 25.000€. This payment received by the family is aimed to cover the initial expenses incurred by the legal beneficiary of the victims or injured passengers. Such compensation amount that Spanair has established exceeds the legal minimum amount of around 17.200€.

In order to contact the new assistance centre for the relatives of the victims in Las Palmas, Gran Canaria the same free telephone number communicated last week for the Family Assistance Centre (CAF) in Madrid can be used: (+34) 900 850 092. There is a form to complete available on www.spanair.com

The compensation payments will be carried out as established by the Montreal Agreement and the European Directives. In order to certify the right for compensation, injured passengers and victims' legal beneficiary, legal documentation (such as family book, passport, testament etc.) must be provided. The documents presented may vary according to current legislation of the victims' country of origin. Therefore, one of the main duties for the volunteers at the assistance centre will be to inform and advice the families concerning the procedures.

Telephone for family members calling from abroad: +34 971 916 050
Media Call Centre: +34 91 625 87 03