

C-LAP-COM-2026-0772

Callao, 17 de agosto de 2026

Dear
Jean Paul Joseph

We are writing to you on behalf of Lima Airport Partners S.R.L. (Lima Airport), the operator of Jorge Chávez International Airport (AIJC), in response to your communication submitted on July 28, 2026, regarding the incident involving an individual who offered you taxi services within the airport premises and subsequently issued you an invoice for an amount greater than the payment you made. Your communication was registered in our Claims Management System under case number 12605.

First and foremost, we would like to thank you for taking the time to report your case to us, as this enables us to learn more about our passengers' experiences.

With regard to your case, please allow us to inform you that, after reviewing the additional information provided by email on August 6, we verified the information submitted and were able to identify that the taxi license plate mentioned in your communication does not correspond to any of our strategic partners authorized to provide taxi services within AIJC.

Furthermore, it is important to clarify that, although our company, in its capacity as operator of AIJC, implements various measures aimed at safeguarding the safety and security of passengers and their companions, it should be taken into consideration that the airport is public-use infrastructure.

Likewise, it should be noted that the public areas of the airport terminal are permanently staffed by personnel from the Urban Transport Authority (ATU) and the National Police of Peru (PNP), which, within the scope of their respective powers, carry out inspection, control, and enforcement activities regarding drivers who provide transportation services informally.

As the airport operator, we share your concern regarding this type of situation. Therefore, we continuously coordinate with the competent authorities to implement and strengthen measures aimed at preventing and mitigating these practices, which adversely affect the user experience and the image of our country.

It is important to note that our company promotes the use of authorized taxi services through informational notices displayed in different areas of the terminal, as well as through information published on our website¹.

In this regard and considering that the events described concern matters whose investigation and potential sanction fall within the authority of the competent authorities, our company does not have the legal authority to address your request².

¹ <https://www.lima-airport.com/pasajeros/transporte/taxi>

² This claim is deemed inadmissible, pursuant to Article 40 of the OSITRAN Regulations for the Handling of Claims and Dispute Resolution, as it concerns a service that was not provided by our company.

Notwithstanding the foregoing, we sincerely regret the inconvenience you have reported and reiterate that our company makes authorized taxi services available within the airport terminal for the convenience and safety of our passengers.

Finally, we would like to inform you that, pursuant to Section III of the *"OSITRAN Regulations for the Handling of Claims and Dispute Resolution"*, which is available on our website and can be accessed through the following link: <https://www.lima-airport.com/pasajeros/ositran> should you disagree with our decision, you may file an appeal³ or request for reconsideration⁴ against this response letter before LAP, within fifteen (15) business days, counted from the business day following the notification of this letter. For this purpose, the corresponding appeal may be submitted by letter or email to the following addresses: mesadepartesvirtual@lima-airport.com or reclamos@lima-airport.com; you may also contact our staff, during the established business hours, through our Claims Hotline at (517-3500). Without further matters to address, we remain at your disposal should you require any additional information.

Sincerely,

LIMA AIRPORT PARTNERS S.R.L.



MILAGROS PAREDES
Gerente Central de Desarrollo
y Sostenibilidad



ROCÍO ESPINOZA OLCAY
Gerente de Reputación

³ The service provider has fifteen (15) business days, counted from the day following the filing of the appeal, to refer the Appeal to OSITRAN for its review at the second administrative level.

⁴ The service provider has fifteen (15) business days, counted from the day following the filing of the request for reconsideration, to issue a decision on such request. The request for reconsideration must be supported by new evidence.