

C-LAP-COM-2026-0233

Callao, February 25, 2026

Mr(s)
Hiromi Takenaka
Present.-

For our consideration,

We are writing to you on behalf of Lima Airport Partners S.R.L. (LAP), operator of Jorge Chávez International Airport (AIJC), in order to respond to your communication regarding the charge made for the taxi service and your request for access to video surveillance images. Your communication was registered in our claims management system under number 12109.

In that sense, we comply with resolving the claim filed by you, under the following considerations that we set out below:

i. Regarding the charge for the taxi service.

In this regard, allow us to inform you that as operators of this terminal we seek that passengers, users and the general public receive the best possible service and treatment, since the experience of our passengers is fundamental and part of our corporate culture.

In relation to the charge referred to by the taxi driver who provided the transfer service, it is important to specify that within the AIJC there are taxi companies authorized by LAP, which have service modules in our facilities. However, there are also companies and drivers that provide the service in the public area of the airport, whose authorization and supervision corresponds to the Provincial Municipality of Callao, in accordance with current regulations¹.

It should be noted that the AIJC parking lot constitutes a public area, so LAP is not authorized to restrict free transit in that area. However, when an incident that could affect passengers or users becomes known, it is communicated to the National Police of Peru, the competent entity for the maintenance of order in that area, in accordance with the provisions of the Airport Security Program and the applicable regulations.

For the foregoing, LAP lacks competence to pronounce on the fact described since we only have a contractual relationship with the taxi companies that have a counter

¹ Municipal Ordinance No 000043 dated August 8, 2008.

within our facilities, so your communication must be declared inadmissible².

ii. Regarding your request for access to video surveillance footage.

In reference to your request to view the images recorded about this incident, we inform you that, in accordance with the provisions of the AIJC Airport Security Program approved by the General Directorate of Civil Aeronautics of the Ministry of Transport, the recordings and/or photographs recorded by our Closed Circuit Television (CCTV) will only be delivered at the request of the DGAC, Public Prosecutor's Office, Judiciary and National Police, in order to facilitate the work of these entities.

In this sense, in order to accede to the request, we must have an express request made by the aforementioned authorities. In this line, we suggest that you file the complaint you consider pertinent with the police personnel who work at the AIJC Police Station, through the following email: divsafl.ceopol@policia.gob.pe

Finally, we must indicate that in accordance with the provisions of section III of the 'Regulations for Attention to Complaints and Dispute Resolution of OSITRAN', a document that is published on our website and which you can access through the following link: <https://www.lima-airport.com/pasajeros/ositran> in case you disagree with the resolution of our client, you can file the appeal of your choice, Reconsideration³ or Appeal⁴, before LAP, against this response letter, within fifteen (15) business days, counted from the next business day of the notification of our letter. To this end, you must submit the respective appeal by letter or email sent to the following addresses: mesadepartesvirtual@lima-airport.com and/or reclamos@lima-airport.com; you can also contact our staff, within the established hours, through the complaints telephone line (517-3500).

With no other particulars to express, we remain with you.

Sincerely,

LIMA AIRPORT PARTNERS S.R.L.



JUAN JOSE SALMÓN BALESTRA
General Manager



ROCÍO ESPINOZA OLCAY
Reputation Manager

² It is considered inadmissible, in application of the provisions of numerals 5 and 10.2.2 of the Regulations for the Attention and Resolution of Complaints of LAP Users, as it is a claim referring to a service not provided by our client.

³ The term for the Provider Entity to rule on an Appeal for Reconsideration is 15 business days from the day following its filing, and said appeal must be supported with new evidence.

⁴ The deadline for the Provider Entity to file an Appeal for its evaluation by OSITRAN, in the second instance, is 15 business days from the day following its presentation.