

C-LAP-COM-2025-0552

Callao, August 04, 2025

Mr(s).
Sinéad Flanagan
Present.-

On behalf of Lima Airport Partners S.R.L. (LAP), operator of Jorge Chávez International Airport (AIJC), we hereby answer your complaint filed on July 30, 2025, through our website. Your communication was registered in our complaint management system under number 11285.

In reference of your communication, on July 30, we sent you an e-mail requesting you to provide us with additional information regarding the facts mentioned by you, to obtain relevant information to be able to adequately respond to your communication. Unfortunately, to date we have not received any response to this request.

Considering the above and in accordance with the provisions of Article 38 of OSITRAN's Complaints Handling and Dispute Resolution Regulations, the claim is declared inadmissible, and the complaint will be filed.

Finally, we must indicate that in accordance with the provisions of section III of the 'OSITRAN Regulations for Attention to Claims and Dispute Resolution', a document that is published on our website and which you can access through the following link: <https://www.lima-airport.com/cms/pasajeros/ositran> in case you disagree with the resolution of our client, you can file the appeal of your choice, Reconsideration¹ or Appeal², 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: mesadeparteesvirtual@lima-airport.com and/or reclamos@lima-airport.com; you can also contact our staff, within the established hours, through the complaints telephone line (517-2400).

Yours sincerely,

LIMA AIRPORT PARTNERS S.R.L.



JUAN JOSE SALMÓN BALESTRA
Chief Executive Officer



ROCÍO ESPINOZA OLCAY
Reputation Manager

¹ The deadline for the Provider Entity to answer a Reconsideration is 15 working days from the day following its presentation, and this communication must be supported by new evidence.

² The deadline for the Provider Entity to file an Appeal for its evaluation by OSITRAN, in the second instance, is 15 working days from the day following its presentation.