

**Summary of questions-answers in the meeting to provide information to shareholders, investors and related persons (Public Presentation) via electronic media (E-Meeting).**

**Thai Airways International Public Company Limited August 28, 2020 at 2:15 p.m. - 3:00 p.m.**

คำถามที่ 1	
Question	Who are the final rehabilitation planners purposed by THAI?
Answer	The rehabilitation Planner, consisting of Air Chief Marshal Chaiyapruk Didyasarin, Mr. Chakkrit Parapuntakul, Mr. Pirapan Salirathavibhaga, Mr. Boontuck Wungcharoen, Mr. Piyasvasti Amranand, Mr. Chansin Treenuchagron, and EY Corporate Advisory Services Limited. Baker & McKenzie Co was appointed as legal adviser
คำถามที่ 2	
Question	According to the estimation, THAI would have enough cash on hand until the end of November 2020. After November, what is the plan of THAI to acquire cash?
Answer	The Central Bankruptcy court will issue an order for establishing planners on September 14, 2020. The rehabilitation plan will be finished in next 5 months. For the current and future business operating, the Company closely monitors both domestic and international aviation industries in order to be ready for future operation. Moreover, during this time, The Company tries to earn revenues from cargo transportation, charter flights for HOME COMING for Thai residents, feasibility study for non-air businesses and assets utilization such as office rental, catering, and other operating department aim to increase liquidity and expenses payment. If there were any further information, the Company would inform public right away.
คำถามที่ 3	
Question	According to the current poor financial ratios, what are the sources of fund and the possibility for

	THAI to increase its capital?
Answer	The Company would clarify its sources of fund which will be part of the rehabilitation plan after Court issues an order to setting the rehabilitation planners and finishing the plan.
คำถามที่ 4	
Question	For the customers who hold ticket, what would they do?
Answer	Customers of Thai Airways tickets who hold tickets directly issued at Thai Airways office. who have not traveled and have not yet processed a ticket refund. The Company continues to offer benefits to customers who have not traveled yet by extending the expiration of their tickets for traveling with Thai Airways or Thai Smile until 31 December 2021 or exchange for a Travel Voucher which can be used instead of cash when issuing Thai Airways tickets or Thai Smile. Until December 31, 2022, customers can do so by themselves by visiting the company website : <a href="http://www.thaiairways.com">www.thaiairways.com</a>
คำถามที่ 5	
Question	How many aircraft will be left? What will aircraft types to be taken out of the fleet? Is it possible to decommission old aircraft fleets like B747, B737, or A380?
Answer	<p>Thai Airways is in the process of preparing a flight plan. With consultation from a consulting firm with international aviation industry expertise To enable Thai Airways to organize a flight plan and fleet that are consistent with Thai Airways' business plans for both short-term and long-term. This will help Thai Airways fly efficiently and in the most cost-effective manner.</p> <p>In addition, Thai Airways is in talks with various types of aircraft lessors to negotiate debt repayment, including lease of aircraft. And is also advised by the lessors in the international aviation industry in</p>

	various aspects as well.
คำถามที่ 6	
Question	There is the news stated that ThaiSmile will be ceased operation. Is the news is accurate?
Answer	<p>The company will make a plan to supervise Thai Smile Airways to be able to operate the business efficiently and can continue to make profit.</p> <p>Although Thai Smile has a loss in performance in the past years, its performance is getting better, with fewer losses and received two awards from the annual Tripadvisor Travelers' Choice Airline Awards. 2020, including the best Regional Airline - Asia for the third time and the best Airline Thailand for the fourth year in a row. Thai Airways and Thai Smile are also the first two airlines in Thailand to receive the amazing Thailand Safety &amp; Health Administration: SHA) to build confidence and raise safety and hygiene standards for passengers throughout the journey.</p>
คำถามที่ 7	
Question	When will the company return to normal operation?
Answer	<p>The Company is ready to fly at any time by taking into account the regulations and measures set by the government to control the COVID-19 pandemic, as well as the passenger demand on each route as well. Currently, THAI continues to fly for cargo and will operate on special routes such as London, Taipei, Copenhagen, Frankfurt, Sydney.</p> <p>Initially, The Company is expected to resume its full-scale operation for international routes in January 2021.</p>
คำถามที่ 8	

Question	What is approach of THAI to the incident that stock was signed SP? Can it be removed quickly? What will sign be?
Answer	On August 14, 2020 THAI was signed “SP” due to the auditor does not express conclusion on financial statements of 1Q and 2Q 2020 due to THE SPREAD OF COVID-19. By the way its stock can be trade by using cash balance account. The SP Sign was changed to NP on the next day after clarification from the Company.
คำถามที่ 9	
Question	The reason behind this question is in the second quarter of 2020 while operate expenses are still a lot of expenses to spend.
Answer	Most of the expenses are the necessary fixed expenses in order to return to the business of aviation such as aircraft maintenance for safety purposes. To reduce costs, the Company implemented many programs such as the Together We Can project, which reduces staff costs by employees voluntarily and cost control measures of all types most.
คำถามที่ 10	
Question	Would all creditors be a participant in the plan? What would the criteria in selection process of the joined creditors to get involved such as the amount of debt or the number of creditors?
Answer	In the preparation of the business rehabilitation plan The company makes every effort to listen to the wishes of creditors in each group. In the end, creditors will have the opportunity to consider and vote on whether or not to accept or not accept the rehabilitation plan.
คำถามที่ 11	
Question	Normally, THAI has employee salary expenses about THB 1,400-1500 million; however, the messages in

	the news stated that employees contribute to saving 70%, why is the cost in the news release still high?
Answer	Under the current circumstances, the Company does its best to reduce expenses under current circumstances; however, most of the expenses of Thai Airways are the necessary fixed expenses in order to resume its aviation business.
คำถามที่ 12	
Question	Will the company lay off employees or has the voluntarily resign program? If the program were implemented, company would have enough cash on hand for such expense otherwise where the money came from?
Answer	The company will inform such matter as fast as updated.
คำถามที่ 13	
Question	Did THAI contact financial institutions and bank to reserve monthly expenses?
Answer	The Company has contacted financial institutions in Thailand to negotiate the acquisition of necessary liquidity for business operations. It has also received recommendations from leading financial institutions With a good response. However, the financial support for THAI will come after the court orders the rehabilitation order and the appointment of a plan preparer. Due to legal restrictions
คำถามที่ 14	
Question	After November 14, 2020 what would be next steps for creditors?
Answer	After the Official Receiver has announced an order to appoint a planers into the Royal Gazette all creditors will have the duty to file a claim for debt repayment with the Receiver within 1 month from the court's announcement of an order to appoint a planners into the Royal Gazette But this time it will

be more comfortable. Because the company together with the Legal Execution Department established an online debt filing system (e-filing) where creditors can apply for debt repayment without traveling. And free of charge For those who are inconvenient to submit an e-filing payment request by themselves, the Company is in the process of coordinating with the relevant departments. To provide facilities and personnel to assist you in completing the e-filing debt settlement form.

When all creditors have submitted an application for repayment, they will have the right to vote on whether to approve the rehabilitation plan prepared or not? Which the planners must discuss with all creditors Including creditors, bondholders, to ensure that the plan will be acceptable to the creditors' meeting. The plan must be on a fair basis and thus the creditors will receive more debt repayment than in the event that Thai Airways goes bankrupt. Which if the creditor does not agree with the plan Can submit requests for amendments of all or part of the plan with the Official Receiver