

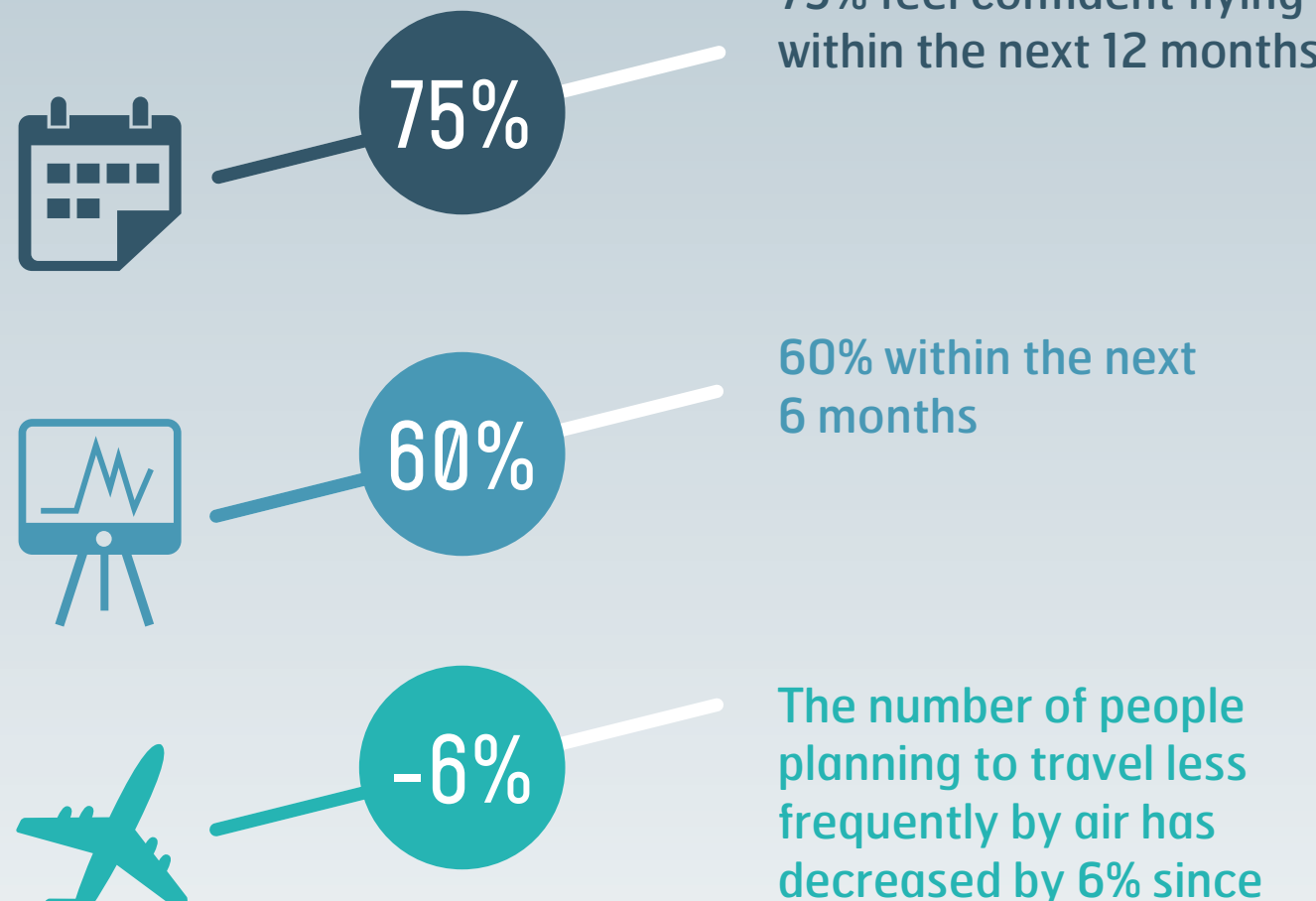
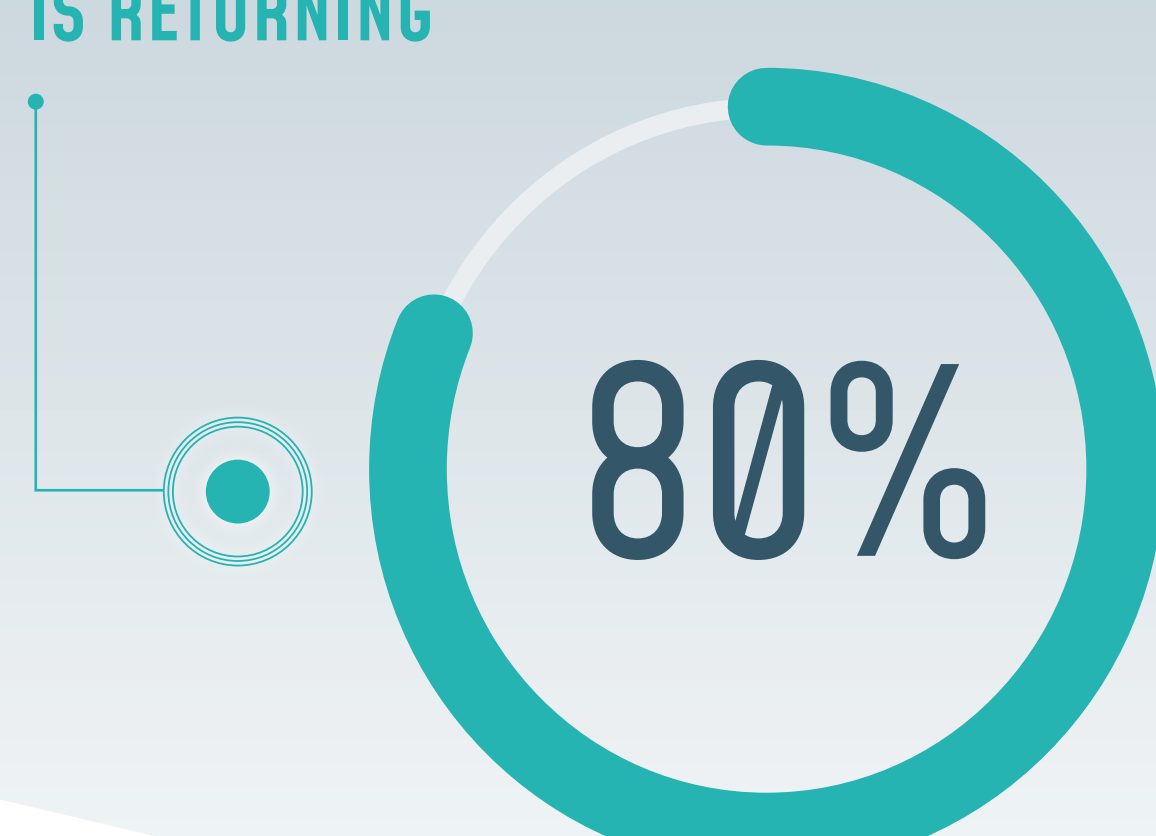
2021

PASSENGER CONFIDENCE TRACKER

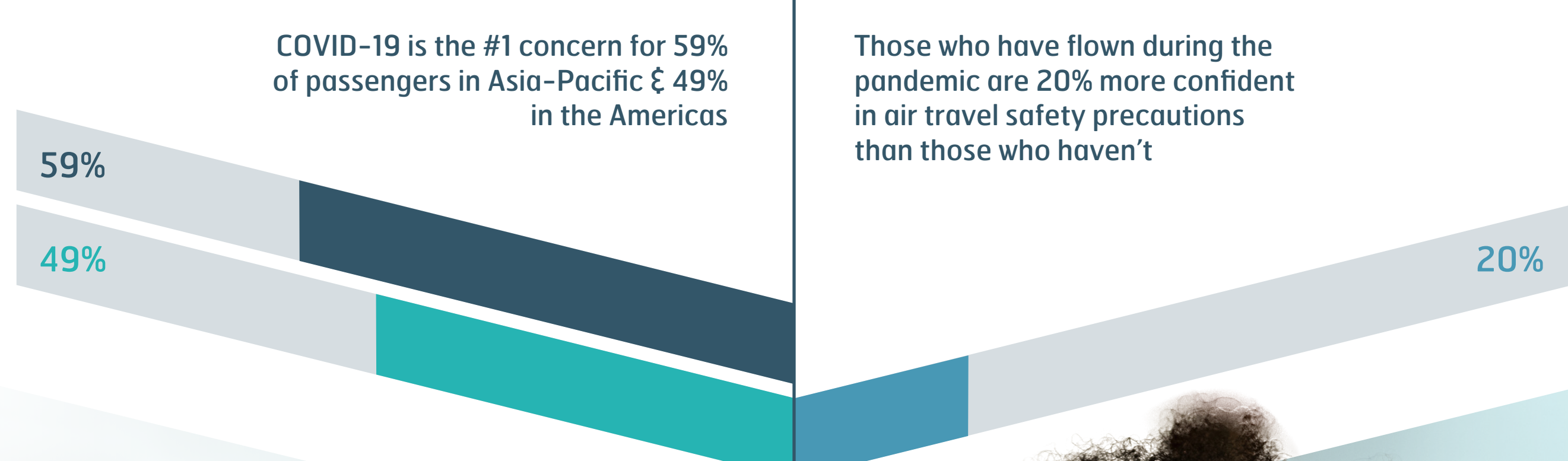
Inmarsat's 2021 Passenger Confidence Tracker had over **10,000 respondents** across **16 countries**. It's the largest survey of its kind undertaken since the pandemic began and offers invaluable insights about air travellers' changing mindsets in the face of COVID-19.

Here's just a taster of some of the things it taught us.

COVID-19 HAS CHANGED TRAVEL HABITS FOR 8/10 PASSENGERS BUT DEMAND FOR FLIGHTS IS RETURNING



CATCHING COVID-19 IS STILL A MAJOR TRAVEL CONCERN BUT CONFIDENCE GROWS ONCE PEOPLE HAVE EXPERIENCED A FLIGHT

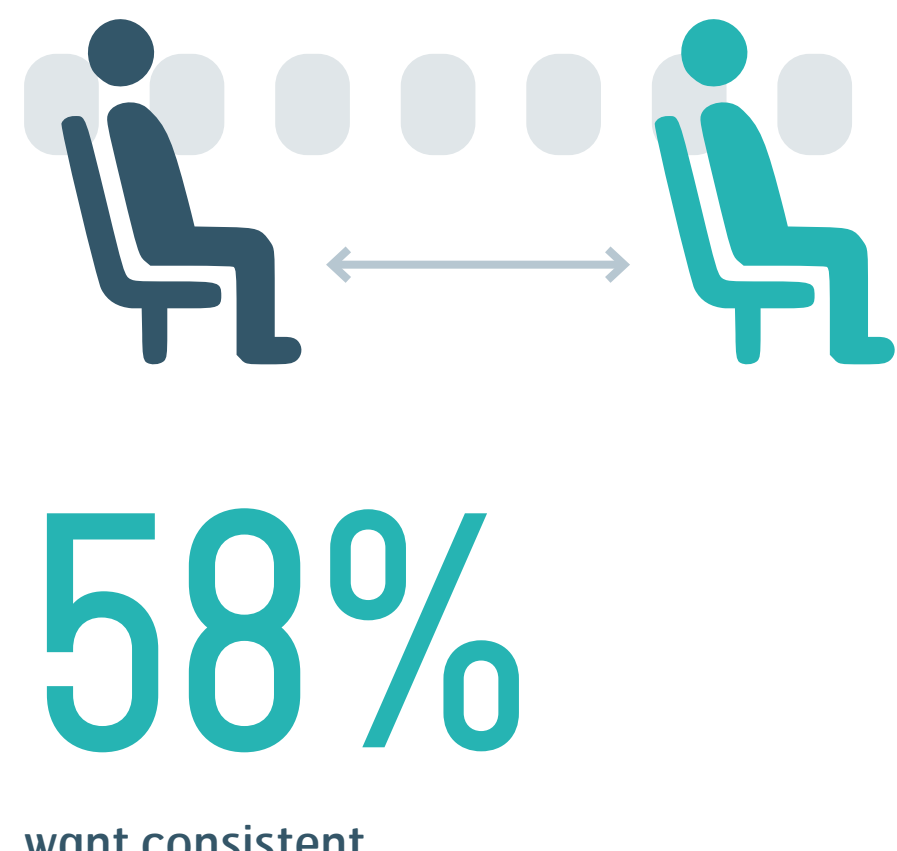


26% OF PASSENGERS

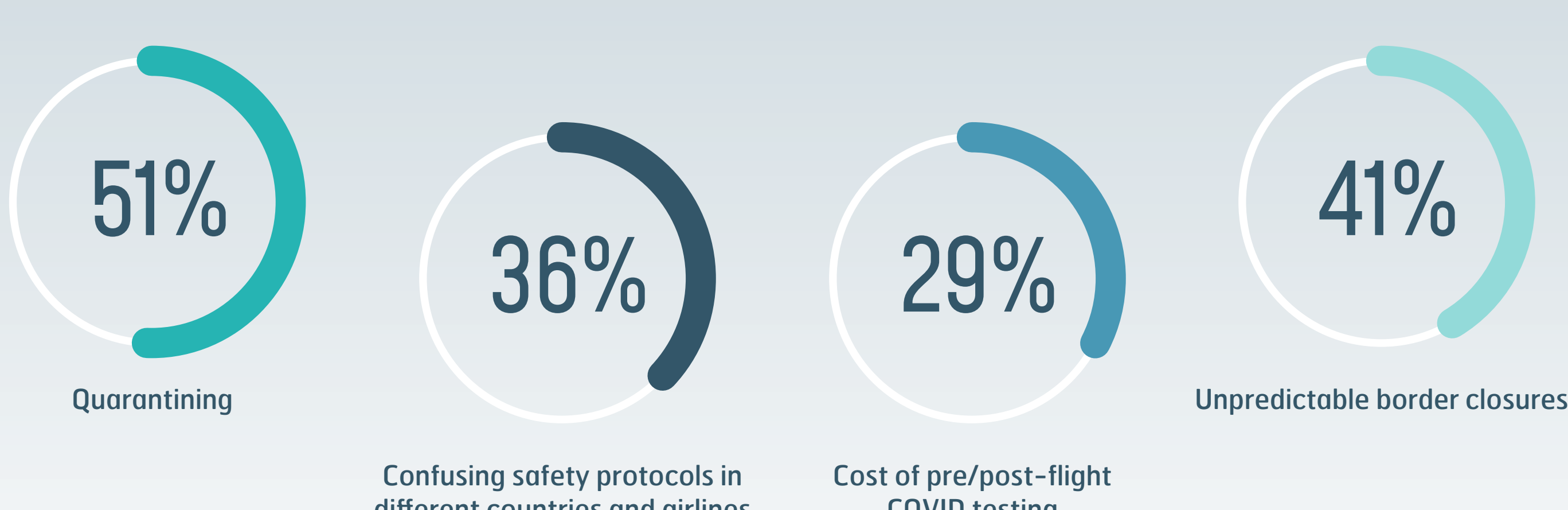
will now only fly with TRUSTED AIRLINES



PASSENGERS WANT MORE PROACTIVE HEALTH & SAFETY PRECAUTIONS



PASSENGERS ARE CONCERNED ABOUT THE INCONVENIENCE & UNPREDICTABILITY OF PANDEMIC TRAVEL



70-80% OF AIRLINE PASSENGERS

SAID THEY WOULD FEEL MORE CONFIDENT INFIGHT WITH SOLUTIONS THAT MINIMISE TOUCHPOINTS.

- Contactless payments
- Pre-order contactless catering

33% OF PASSENGERS

said inflight entertainment on their OWN DEVICE would significantly boost confidence



SERVICE & CONNECTIVITY IS KEY TO ENJOYING THE INFIGHT EXPERIENCE TODAY



BETTER INFORMATION IS KEY TO PASSENGER CONFIDENCE

