

January 19, 2010

To our business partners;

Japan Airlines Corporation

Japan Airlines International Co., Ltd.

JAL Capital Co., Ltd.

**Formal support from
the Enterprise Turnaround Initiative Corporation of Japan (ETIC) and
request for your continued cooperation**

We, Japan Airlines Corporation, Japan Airlines International Co., Ltd. and JAL Capital Co., Ltd., have been working diligently to restructure our business and improve our profitability despite extraordinary external challenges, including the recent global economic crisis, the surge in fuel costs, and the decline in air traffic demand caused by the H1N1 virus epidemic. Therefore, to fundamentally restructure our company, on January 19, 2010, we formally applied, jointly with the Development Bank of Japan and other main financial institutions, to obtain support from the Enterprise Turnaround Initiative Corporation of Japan (ETIC). ETIC immediately decided to support us.

In addition, having received public support from ETIC, to ensure the transparency and fairness of our restructuring process, and to revitalize our business swiftly, fairly, and with certainty, we also decided to implement our restructuring through an in-court restructuring scheme under the Japanese Corporate Reorganization Act in the Tokyo District Court on January 19, 2010. On the same day, the court rendered its decision to commence the Japanese Corporate Reorganization proceedings and appointed ETIC and Ejji Katayama, Esq. as the trustee for the proceedings.

As a result of ETIC's immediate decision to support us, we have been able to secure the necessary funding to continue our business as usual, and will therefore be able to continue to offer safe, uninterrupted, and quality service to our customers, suppliers, and business partners. Furthermore, under the Japanese Corporate Reorganization proceedings, all commercial transaction payments and obligations, including sales incentives specified on existing contracts with domestic and international travel agencies and other business partners, will be protected for the sake of our ongoing business, and all payments owed to you on account of such obligations will be honored and paid in the ordinary course of business, regardless of whether such obligations were incurred prior to or after the filing date of our court-supervised restructuring. Please be assured that we have already obtained approval from the Tokyo District Court to make payments for all of the commercial transaction and lease payment obligations owed to you.

Our customers' mileage accruals and awards, as well as the services of the JAL Mileage Bank, will also continue to be maintained and honored and will not be affected by the Japanese Corporate Reorganization proceedings.

We believe that our court-supervised restructuring is the next step in our path forward towards our re-emergence in the marketplace as a strong competitor, all while we continue to provide superior service to our customers and business partners now and for years to come. We hope that this letter answers any concerns that you may have, and we hope to receive your continued understanding, cooperation, and support for our restructuring and for our future business relationships with you.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Masato Uehara", with a long horizontal flourish extending to the right.

Masato Uehara