

AIR INDIA ROLLS OUT SIGNIFICANT ENHANCEMENTS TO ITS MOBILE APP TO ELEVATE CUSTOMER EXPERIENCE

- New capabilities to boost utility and useability of Air India's mobile app
- In-house booking engine, payment platform enhances booking experience

GURUGRAM, 16 JULY 2026: Air India, India's leading global airline, has completed the rollout of a significant set of new capabilities on its globally acclaimed mobile app, further strengthening its commitment to delivering a seamless, customer-centric travel experience. Designed and developed by Air India's in-house digital teams, the reimagined app is built around the evolving needs of travellers, helping them navigate every stage of their journey with greater convenience and control.

By bringing together booking, payments, airport services, disruption support, baggage tracking, loyalty management and AI-powered assistance in a single digital platform, Air India's mobile app is now a one-stop travel companion designed to make journeys more convenient, predictable and enjoyable. Some of the significant capabilities rolled out in the revamped Air India mobile app include:

- An in-house booking engine that enriches the booking journey with an intuitive, fast and responsive user interface to search flights, make bookings and add ancillaries from the same platform.
- An in-house payment orchestration platform that eases the payment experience and allows Air India to provide innovative offers to guests ensuring a smoother checkout process.
- Disruption assistance by providing passengers support with hotel accommodation and transportation assistance contextually from the Home screen.

Dr. Satya Ramaswamy, Chief Digital and Technology Officer, Air India, said: "Our mobile app is our flagship channel for engaging with guests and one of the 140-plus world-class digital systems deployed as part of Air India's transformation journey. Every capability we build starts with understanding our guests' needs with empathy and reducing the stress often associated with travel. The latest enhancements further simplify the travel experience—from booking and payments to airport processes and disruption support—while giving guests more transparency, convenience and control. The strong appreciation we have received from our customers inspires us to continue innovating and making the app even more valuable in the years ahead."

These new capabilities join a rich set of existing popular features, which have been significantly enhanced now for a better guest experience from the App itself. Some of the key enhanced features include:

- A personalised, **context-aware home screen** presenting upcoming trip details, boarding passes, travel offers and destination inspiration in a simple and visually engaging format.
- Customers can stay informed through the highly popular **Flight Status** feature, used more than **1.4 million times each month**, which provides real-time flight updates, including information about the incoming aircraft operating the flight. The app's integration with **DigiYatra** continues to simplify airport journeys, with over **220,000 customers using the feature every month** to enjoy a more seamless airport experience.
- The enhanced **My Trips** section serves as a convenient self-service hub where travellers can manage seats, modify bookings and access meal options with ease, reducing the need for customer support intervention.
- Air India's pioneering **AI.g virtual assistant**, the first generative AI-powered assistant in the global airline industry, continues to help customers with a wide range of travel queries, with 26 million customer queries answered so far. Complementing it is the **EZ Booking** capability, which can generate an entire travel itinerary from a few words entered by the customer.
- Another customer favourite is the app's **baggage tracking feature**, used more than **200,000 times every month**. The feature allows travellers to monitor their checked baggage across

multiple milestones, including on codeshare and interline journeys, and even supports locating delayed baggage through devices such as Apple AirTag and Google-compatible trackers.

- Additional innovations include **AEye Vision™**, which leverages computer vision technology to retrieve travel information without manual data entry, a comprehensive notification system featuring the exclusive and widely appreciated **“Boarding Will Begin Shortly”** alert, and a dedicated **Maharaja Club** section that makes managing loyalty programme benefits simple and convenient.

Some features like My Trips, Flight Status, Baggage Tracking, Food & Beverage menu etc. are available even without connectivity with a unique off-line capability.

Today, the app enjoys a 4.8-star rating on both the Apple App Store and Google Play Store in India, has been downloaded nearly 17 million times globally, serves over 100,000 users every day, and has achieved a Net Promoter Score (NPS) of +61 - making it one of the highest-rated airline apps globally. The app has also received multiple prestigious international awards.

Air India encourages all guests to download the app and experience a more connected, informed and stress-free way to travel.

Apple App Store: <https://r.airindia.com/h9aIP2>

Google Play Store: <https://r.airindia.com/h9alo1>

About Air India Group:

The Air India Group – comprising full-service global airline, Air India, and value carrier, Air India Express – is spearheading a new era of Indian aviation. The Air India story began in 1932 when JRD Tata piloted the airline's inaugural flight and opened the skies for aviation in India. Today, Air India Group employs more than 30,000 people, operates over 300 aircraft and carries travellers to 60 domestic and 51 international destinations. across five continents.

Returning to Tata Sons in 2022 following 70 years under Government ownership, Air India Group is in the midst of a five-year transformation programme, Vihaan.AI. As part of the transformation, Air India has placed orders for 600 new aircraft. In addition to taking new aircraft deliveries, Air India is progressively retrofitting all its legacy aircraft. The Air India Group operates South Asia's largest aviation training academy in Gurugram, India. The construction of a new flying school and a greenfield maintenance base is in progress.

With transformation underway across all facets of the business and India's rich legacy of hospitality, Air India is committed to being a world class global airline with an Indian heart.

For more news on Air India, visit <http://www.airindia.com/newsroom>

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