

Southwest Airlines Provides Travel For Hundreds Of Patients Through Medical Transportation Grant Program

DALLAS, March 27, 2018 /PRNewswire/ -- <u>Southwest Airlines Co</u>. (NYSE: LUV) today announced the 79 nonprofit hospitals and medical organizations across the nation that will benefit from the Southwest Airlines[®] Medical Transportation Grant Program (MTGP). Throughout 2018, these hospitals and medical organizations all will receive roundtrip tickets for distribution among patients and/or caregivers as a way to help alleviate travel expenses related to medical issues.

"Southwest is proud to continue to offer travel assistance to those patients and caregivers in need through our Medical Transportation Grant Program," said Linda Rutherford, Southwest Airlines Senior Vice President and Chief Communications Officer. "Travel is often a critical part of getting patients the care they need—we hope to make that journey just a little bit easier for those families in such a trying time."

By providing roundtrip air travel to various hospitals and organizations, MTGP will reach a total of 100 facilities across the United States—spanning 26 states in 41 different cities. Since MTGP's inception in 2007, more than 69,000 tickets for roundtrip air travel —valued at more than \$27.6 million—have been donated to nonprofit hospitals and medical organizations, allowing Southwest to positively impact patients and caregivers around the country.

"Southwest Airlines Medical Transportation Grant Program has been a tremendous support to MD Anderson Cancer Center," said Peter WT Pisters, M.D., president of MD Anderson. "Their support over the last 10 years has enabled many of our patients to avoid the financial worry about transportation costs, and for that, we and our patients are extremely grateful."

A full list of the participating hospitals and organizations can be found at **Southwest.com/medicalgrant**. To learn about qualifications for travel assistance through the designated organizations, please directly contact the Social Work, Travel/Concierge Service, or Patient Assistance Departments at the hospitals and medical organizations listed online, as each has unique guidelines for the administration of the tickets.

ABOUT SOUTHWEST AIRLINES CO.

In its 47th year of service, Dallas-based <u>Southwest Airlines Co.</u> (NYSE: LUV) continues to differentiate itself from other air carriers with exemplary Customer Service delivered by more than 56,000 Employees to a Customer base topping 120 million passengers annually, in recent years. Southwest became the nation's largest domestic air carrier in 2003 and maintains that ranking based on the U.S. Department of Transportation's most recent reporting of domestic originating passengers boarded. During peak travel seasons, Southwest operates more than 4,000 weekday departures among a network of 100 destinations in the United States and 10 additional countries. Southwest has announced its

intention to sell tickets in 2018 for service to Hawaii, subject to requisite governmental approvals.

Southwest coined <u>Transfarency</u>[®] to describe its purposed philosophy of treating Customers honestly and fairly, and low fares actually staying low. Southwest is the only major U.S. airline to offer bags fly free[®] to everyone (first and second checked pieces of luggage, size and weight limits apply, some carriers offer free checked bags on select routes or in qualified circumstances), and there are no change fees, though fare differences might apply.

As launch customer of the Boeing 737 MAX 8 in North America, the Company operates the largest fleet in the world of Boeing aircraft, all of which are equipped with satellite-based WiFi. Customers who connect to the WiFi network may use their personal devices to view on-demand movies and television shows, as well as nearly 20 channels of free, live TV.

With a bold new look first unveiled in 2014, Southwest is progressing through a multi-year refresh of its fleet to showcase the carrier's *Heart*: a new logo, aircraft livery, interior design featuring new seats, Employee-designed uniforms, and an updated airport experience, all of which showcase a dedication of Southwest Employees to connect Customers with what's important in their lives.

From its first flights on June 18, 1971, Southwest Airlines launched an era of unprecedented affordability in air travel described by the U.S. Department of Transportation as "The Southwest Effect," a lowering of fares and increase in passenger traffic wherever the carrier serves. With 45 consecutive years of profitability, Southwest is one of the most honored airlines in the world, known for a triple bottom line approach that contributes to the carrier's performance and productivity, the importance of its People and the communities they serve, and an overall commitment to efficiency and the planet.

Book Southwest Airlines' low fares online at <u>Southwest Airlines</u> or by phone at 800-I-FLY-SWA.

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