



## PRESS RELEASE

Sostravel.com: has confirmed the launch of the new version of its APP on 15 December 2018

*Milan, 14 December 2018.* Safe Bag S.p.A. (AIM Italia - Ticker SB), the global leader in baggage protection and tracking services for airline passengers, announces that it will be releasing the new version of the sostravel app on Saturday 15 December on the main mobile stores (Google Play and App Store).

Sostravel's aim is to present itself on the market through an integrated digital platform (the sostravel App) as an "aggregator" of a range of services to assist passenger throughout their entire journey, from departure to arrival at the destination airport.

### SERVICES OFFERED

The new sostravel APP will offer airline passengers (mainly those belonging to the "X" and "Millennials" generations) access to an integrated digital platform (the sostravel App) which is characterized by an innovative concept that provides the possibility of using a series of information and services associated with the trip.

More specifically, with this release the following services will be offered through the sostravel App:

- **Flight Info:** this service will provide access to useful information regarding flights (flight status, gates, delays, cancellations, etc.). Information on individual flights will be made available by purchasing a special annual subscription at the cost of euro 19.90 including VAT; however, users will be given the possibility of activating a free trial subscription which will allow them to utilize the Flight Info service free of charge for seven days.
- **Airport Info:** this service will provide (i) free access to a series of useful information relative to airports of interest (e.g. methods of transportation from or to the infrastructure, maps, food, Wi-fi) and (ii) will provide the option to purchase certain services that are available there (e.g. car parking, rental services, access to VIP lounges, etc.).

- **Lost & Found with concierge:** this service (already sold with the current version of the APP) is based on sostravel's commitment to tracking customers' luggage in cases of loss and/or non-delivery at destination airports. The service must be purchased before the departure of the flight and is available both on a "pay-per-use" basis (with reference, that is, to single journeys at the cost of euro 10 including VAT for every item of luggage, and by purchasing special annual subscriptions at the cost of 49.90 euro including VAT. Finally, the service provides customers with a dedicated call centre, operating 24/7 and which provides information to customers on the status of the tracking process in 8 languages.
- **Travel Insurance:** this service will allow users to access the site of a primary insurance company authorized for the sale of multi-risk travel policies and to purchase, again online, products and insurance coverage linked to travel.

The "PIR Lost Luggage" and "Travel Concierge", illustrated below, will not be available, for reasons of commercial and operating priorities, in this release of the APP but will be available in the second six months of 2019.

- **PIR Lost Luggage:** this service is dedicated to passengers who have suffered a loss and/or a non-delivery of their baggage at the destination airport; it aims to facilitate these passengers - through the digitalization of the relative obligations – when filling out and presenting the PIR. This can be implemented through interactive totems located at (or near) the Lost & Found offices in airports that are equipped with a software capable of transmitting the PIR of users to the Company in real time, or directly through the Sostravel App.
- **Travel Concierge:** this service will allow users to contact a dedicated call centre, operating 24/7, and to obtain telephone assistance in eight different languages for various requirements or needs related to the trip, such as: booking flights, hotels, taxis, and restaurants as well as the purchase of tickets for cultural events, information on destination cities, etc.; the service will be provided by the purchase of special subscriptions.

Postponement of the two services mentioned above will not have any impact on the estimates for 2018 and 2019 released to the market during the IPO.

«We are very proud of this new release of the APP – explains **Rudolph Gentile, President and CEO of sostravel.com** – but we are aware that there is still work to be done to improve it, day after day, also thanks to the feedbacks from our customers, but always with the ambitious aim of simplifying the mobility of millions of passengers all over the world « We are convinced – **continues Gentile** – that we will be able to achieve – and we are working to exceed – the estimates of 2018 and 2019 presented during the IPO».

«These have been two years of intense and enthusiastic work – declares **Simone Gamba, Chief Operating Officer of sostravel.com** – we have developed an APP and a service which are unique in the world and have established solid foundations for the future of our company. We have achieved an important goal, but it is only the beginning».

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**Sostravel**, founded in 2017, is a company operating in the market of passenger assistance services.

The Company operates under the “Sostravel” trademark and through the Sostravel App which will be launched and promoted on the main mobile stores (including Google Play and App Store) from the 15th December 2018, and propose as “aggregator” a range of air passenger assistance services during the whole journey, from departure until arrival at the destination airport, with the aim of becoming, for passengers, an important reference point “before, during and after the journey”.

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