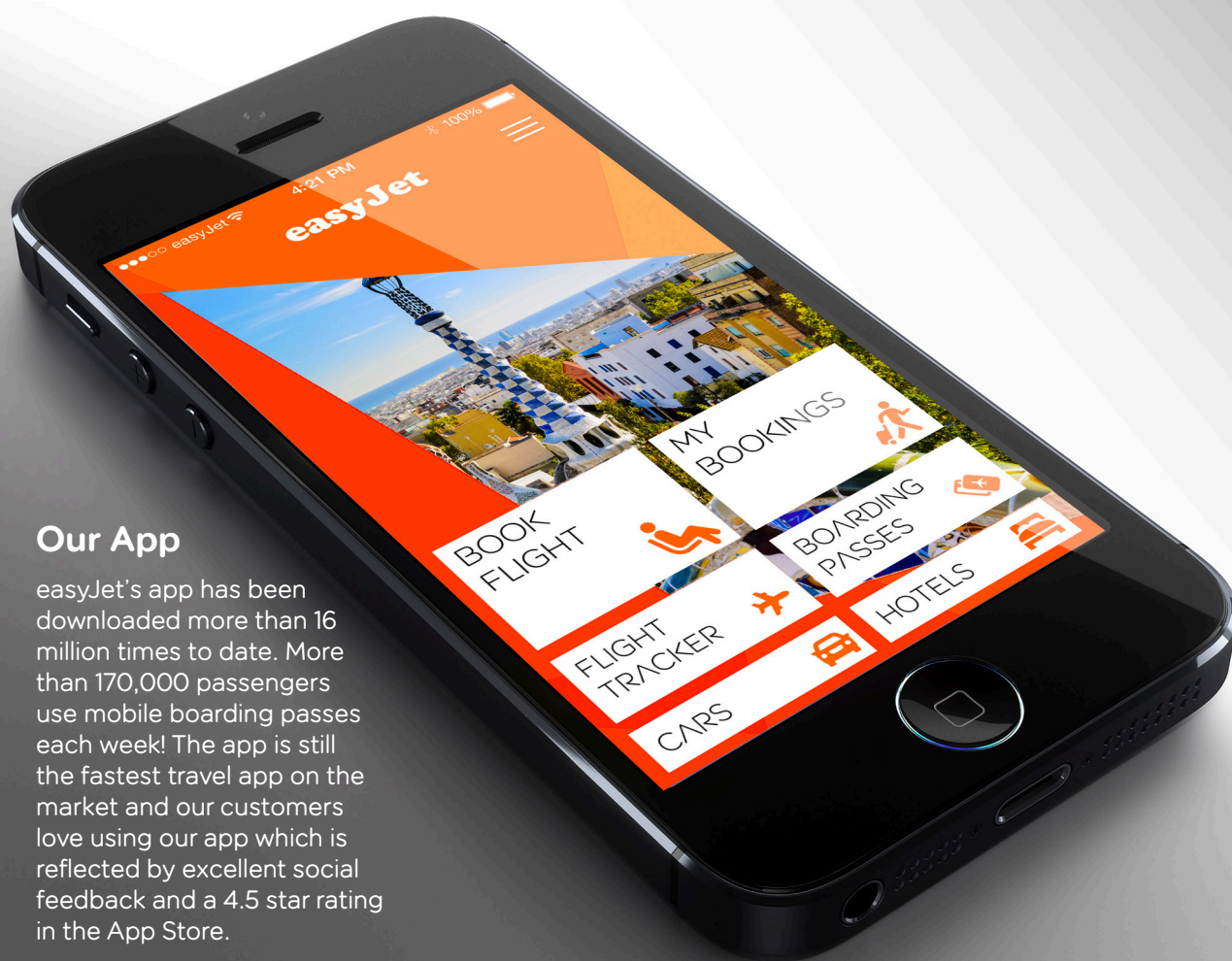


# OUR DIGITAL INNOVATIONS Fact Sheet



## Our App

easyJet's app has been downloaded more than 16 million times to date. More than 170,000 passengers use mobile boarding passes each week! The app is still the fastest travel app on the market and our customers love using our app which is reflected by excellent social feedback and a 4.5 star rating in the App Store.

## Mobile Host

This innovative feature to our award-winning app is designed to provide helpful and timely guidance, directions and essential travel updates to passengers travelling from Gatwick Airport.

easyJet's Mobile Host is a joint initiative with Gatwick, combining live data from the airports information systems, using Google indoor maps, together with a passenger's booking details, location and flight time.

The result is personalised instructions and updates for passengers during their journey.

### This includes;

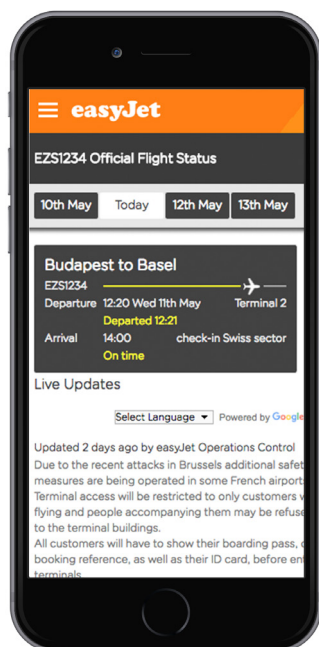
- Check-in reminders and confirmation of booked baggage allowances

- Directions to bag drop, departures and gate locations
- Real-time gate and baggage belt push notifications delivered direct to the phone

The complete service is available on iPhones for passengers travelling to and from London Gatwick Airport, easyJet's biggest base. The feature is available in seven languages and will significantly enhance the overall passenger experience every time they fly with easyJet.

In addition we have launched it with a further 13 airports across Europe to bring the real-time gate and baggage belt push notifications to both iOS and Android users.

In a relatively short amount of time we have already issued over 4.5m messages to help our customers.



## Disruption Portal

Last year 87% of our flights arrived within 15 minutes of scheduled arrival but with over 420,000 flights per year delays can happen.

Disruption can occur for a number of reasons and our main priority is that our passengers are fully informed and looked after. Disruption can occur for a number of reasons and our main priority is that our passengers are fully informed and looked after. There are a number of ways that we keep our passengers updated during disruption including Twitter, Facebook, SMS and Email but the main channel for us is our flight tracker tool.

We have now launched the next stage of our disruption support which will give passengers the opportunity to book hotel accommodation easily online without cost to themselves in the event of disruption, cutting out the need to queue at the airport or call customer services.

All customers need to do is go to [www.easyJet.com/\[Flight Number\]](http://www.easyJet.com/[Flight Number]) replacing the flight number with their actual flight number such as "EZY1234" or even just "1234". It works on any device; it's fast and intuitive and provides easy access to book overnight accommodation in just a few clicks.

## Flight Radar 24

In November we announced that we were the first airline in the world to collaborate with Flightradar24 to integrate the feature into a mobile app, meaning passengers can view the exact whereabouts of the aircraft they are due to fly on in real time up to three hours before their flight. Family and friends of passengers flying can also track their loved ones' flight ahead of their arrival.

The feature is the result of a purpose built Software Development Kit that was specially created for easyJet by Flightradar24 and uses GPS information that is sent from easyJet's 240+ aircraft. The flight tracking software shows the aircraft's route, speed, type of aircraft, altitude, distance travelled and total distance to destination.

Following on from the successful iOS release the same feature launches on Android later this month.

## Passport and Card Scanning

Customers booking flights on the easyJet mobile app can scan their payment cards using their mobile's camera and the information is used to automatically fill in all the payment details they need to make a purchase.

The scanning technology has been supplied by Jumio, which can quickly and securely extract and populate relevant passenger data, including passport number into the check-in form as well as all the required card information at checkout.

Within the first six months of the launch of the passport scanning, over 160,000 customers scanned their passport. Jumio estimated this reduced the average mobile check-in times by 83 per cent - from about two minutes down to twenty seconds.

In the first two weeks of payment card scanning we saw a total of 30,425 payment card scans made by passengers. This number is growing and, currently, and on some days more than half of all card payments made via the scanning technology.