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Pursuant to secs. 126(1), 127 of Germany's Stock Corporation Act (*AktG*), the following countermotion to agenda item 3 "Approval of the Executive Board's acts for the 2013 financial year" is submitted:

It is moved that the Executive Board members be denied discharge for the 2013 financial year.

Reasons

The performance of the Lufthansa share has been rather weak over the last years despite a strong DAX. This is probably due in part to regular customers simply staying away; they feel let down by the policy adopted – or at least tolerated – by the Executive Board as regards the Miles & More programme. This situation must be viewed as detrimental to the interests of Lufthansa shareholders.

Services, like upgrades and premium flights, are held out to passengers, but in reality often prove worthless, being undermined by arbitrary and spurious "special rules". Many fellow passengers have confirmed that my own experience as Senator and frequent flyer of many years' standing is very representative of the experience that even regular customers often go through. Since the Miles & More programme's conception, it has not been possible for me – even once – in spite of some one million premium miles, to obtain a destination at the requested time. Furthermore, most of the vouchers acquired could not be redeemed.

Many attractive destinations cannot be booked using premium miles although enough free seats are often available in all classes. Even if a flight is available at a usually less attractive time, the "taxes and fees" at €400 to 550 for an intercontinental flight deducted in addition to the miles are so high that often one class lower can already be flown without redeeming any miles. The fees deducted are frequently much higher than for a regularly booked flight and are not replicable. Vouchers for upgrades, too, can hardly ever be used thanks to various special rules.

In recent years, I have repeatedly pointed out these shortcomings in writing. The situation has never changed, and for this the Executive Board must bear the blame.

Owing to this financially highly questionable policy, many regular customers are being lost to other airlines, with a corresponding fall in attractive bookings, less profit, and a loss of value in the Lufthansa share.

The Executive Board is responsible for this policy, which is associated with financial losses for shareholders, as well as a loss of image for Lufthansa, so that the Board's actions should not be approved.

Yours sincerely,
M. Otter