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Pursuant to secs. 126(1), 127 of Germany's Stock Corporation Act (*AktG*), the following counter-motion to agenda item 2 "Approval of the Executive Board's acts for the 2014 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 in recent years has been very poor despite the generally strong rise of the DAX. This situation is due, among other things, to the migration of regular customers who feel deceived by the policy on the Miles & More programme pursued, or at least tolerated, by the Executive Board. 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. Also, most of the vouchers acquired could not be redeemed, so that they are, de facto, worthless.

Many attractive destinations cannot be booked using premium miles although enough free seats are often available in all classes. Even if it is possible to get a flight, usually at a less attractive time, the "taxes and fees" charged along with the deduction of Miles are much higher than if you buy the ticket directly. This policy is incomprehensible. Vouchers for upgrades, too, can hardly be used owing to various special rules. Of 12 vouchers acquired, I was compelled to let 7 lapse because they could not be redeemed.

In recent years, I have pointed out these grievances on many occasions, but there has been no change in this dubious policy for which the Executive Board must bear the responsibility.

Owing to this economically highly questionable policy, many regular customers are lost to other airlines with a corresponding fall in attractive bookings, less profit and a loss of value in the Lufthansa share. When even shareholders and Senators migrate to other airlines, that should provide the Executive Board with food for thought.

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