



IndiGo bags “Passenger Choice Award” at the APEX Asia awards 2019

The largest low-cost airline in India adjudged as the ‘Best Low-Cost Carrier in Asia & South Pacific’

National, March 13, 2019: After being voted as the ‘Passenger Airline of the Year’ at BIAL Pinnacle Awards 2018, India’s largest low-cost airline, IndiGo, received a prestigious accolade at the APEX Asia awards 2019 held in Shanghai today. The APEX CEO, Mr. Joe Leader formally presented the award to the winners.

Mr. William Boulter, Chief Commercial Officer, IndiGo said, *“We feel absolutely honoured to be recognized by the APEX Asia awards for our customer service. This is a recognition for all the unrelenting effort that the IndiGo team puts in every day. It is our constant endeavour to live up to and exceed our customer’s expectations and we will continue to work hard to achieve even higher standards of excellence. This achievement reinforces our commitment towards being On-Time, courteous and hassle free, and providing low fares, always.”*

Mr. Boulter also said, *“And we at every step are very grateful to our customers for making us the largest low-cost airline of India.”*

The APEX Passenger Choice Awards™ are based on passenger feedback gathered through APEX’s partnership with TripIt® from Concur®, the world’s highest-rated travel-organizing app. Using a five-star scale, more than one million flights were rated by passengers across nearly 500 airlines from around the world between 1 July 2017 and 31 June 2018. First, passengers rated their overall flight experience from one to five stars. On the same screen, passengers were given the opportunity to provide anonymous ratings in five subcategories: seat comfort, cabin service, food and beverage, entertainment, and Wi-Fi. The single screen rating allows airline passengers to easily rate their flight in less than 15 seconds.

About IndiGo

IndiGo is amongst the fastest growing carriers in the world. IndiGo has a simple philosophy: offer low fares and on-time, courteous, hassle-free service. With its fleet of over 200 aircraft, the airline offers over 1300 daily flights and connects 52 domestic destinations and 16 international destinations.

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