

Southwest Airlines announces customers can convert travel funds to Rapid Rewards Points

DALLAS—[Southwest Airlines Co.](#) (NYSE: LUV) announced today it will allow qualified travel funds to be converted to [Rapid Rewards® points](#) now through December 15, 2020. This will provide Southwest Airlines Customers even greater flexibility.

Members who have travel funds that meet specific qualifications will be able to convert their travel funds into Rapid Rewards points at the same rate they would be able to purchase a ticket with points today.

Travel Funds that Qualify to Convert to Rapid Rewards Points:

- Customer must be a Rapid Rewards Member.
- Travel fund must expire September 7, 2022.
- The first and last name on the travel fund must match what is on their Rapid Rewards Account.
- Travel fund must originate from a ticket purchased on Southwest.com or booked by a Southwest Airlines Customer Representative.
- Travel funds from corporate tickets (SWABIZ) are not eligible for conversion unless their company specifically requested this for their travelers.

Customers can check the expiration date of their travel funds by going to "[View Travel Funds](#)" on Southwest.com. If Customers are not yet Rapid Rewards Members, they can join and then convert their qualified travel funds online.

ABOUT SOUTHWEST AIRLINES CO.

In its 50th year of service, Dallas-based [Southwest Airlines Co.](#) continues to differentiate itself from other air carriers with exemplary Customer Service delivered by more than 60,000 Employees to a Customer base topping 130 million passengers in 2019. Southwest became the nation's largest domestic air carrier in 2003 and maintains that ranking based on the U.S. Department of Transportation's most recent reporting of domestic originating passengers boarded. In peak travel seasons during 2019, Southwest operated more than 4,000 weekday departures among a network of 101 destinations in the United States and 10 additional countries. In early 2020, the carrier added service to Hilo, Hawaii, and Cozumel, Mexico for a total of 103 airports served.

The carrier issued its [Southwest® Promise](#) in May 2020 to highlight new and round-the-clock efforts to support its Customers and Employees well being and comfort. Among the changes are enhanced cleaning efforts at airports and onboard aircraft, face mask requirements for Customers and Employees, and capping the number of passengers on every flight to allow middle seats to remain open through at least October 31, 2020. Additional details about the Southwest Promise are available at [Southwest.com/Promise](#).

Southwest coined [Transfarency®](#) to describe its purposed philosophy of treating Customers honestly and fairly, and low fares actually staying low. Southwest is the only major U.S. airline to offer bags fly free® to everyone (first and second checked pieces of luggage, size and weight limits apply, some carriers offer free checked bags on select routes or in qualified circumstances), and there are no change fees, though fare differences might apply.

Southwest is one of the most honored airlines in the world, known for a triple bottom line approach that contributes to the carrier's performance and productivity, the importance of its People and the communities they serve, and an overall commitment to efficiency and the planet. Learn more about how the carrier gives back to communities across the world by visiting [Southwest.com/citizenship](#).

Book Southwest Airlines' low fares online at [Southwest.com](#) or by phone at 800-I-FLY-SWA.

Media Contacts:

Visit the Southwest Newsroom at [swamedia.com](#) for multi-media assets and other Company news.

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ABOUT SOUTHWEST AIRLINES CO.

[Southwest Airlines Co.](#) operates one of the world's most admired and awarded airlines, offering its one-of-a-kind value and Hospitality at 121 airports across 12 countries. Southwest took flight in 1971 to democratize the sky through friendly, reliable, and low-cost air travel and now carries more air travelers flying nonstop within the United States than any other airline(fn. 1). By empowering its more than 73,000(fn. 2) People to deliver unparalleled Hospitality, the maverick airline cherishes a passionate loyalty among more than 134 million Customers carried in 2025. Southwest leverages a unique legacy and mission to serve communities around the world including harnessing the power

of its People and Purpose to put communities at the Heart of its success. Learn more by visiting Southwest.com/citizenship.

1. Based on U.S. Dept. of Transportation quarterly Airline Origin & Destination Survey as of Q4 2025
2. Fulltime-equivalent active Employees as of March 31, 2026

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