

## JetBlue Awarded Best Airline for First/Business Class Customer Satisfaction by J.D. Power



*JetBlue's Premium Mint® Experience Ranked Highest in On-Board Experience, Airline Staff, Ease of Travel, Value for Price Paid and Level of Trust with Airline*

NEW YORK--(BUSINESS WIRE)-- JetBlue (NASDAQ: JBLU) today proudly announced it has been ranked the top airline for first/business class customer satisfaction in the J.D. Power 2025 North America Airline Satisfaction Study. The award highlights the success of JetBlue's **Mint® premium experience**, which has reshaped what travelers expect from business-class flying by offering comfort and standout service at a more competitive price point.

JetBlue also ranked No. 1 in five of the seven dimensions evaluated by J.D. Power for first/business class, including on-board experience, airline staff, ease of travel, value for price paid and level of trust with airline, underscoring the excellence of the Mint experience and the airline's commitment to reliable, caring service.

"This honor reflects the incredible work of JetBlue's crewmembers, who are committed to delivering an exceptional Mint experience from the moment they book our high-value fares to when they seamlessly reach their destination," said Marty St. George, president, JetBlue. "Mint was built to shake up legacy premium travel, and this award demonstrates that our approach is working. Through our JetForward strategy, we're staying focused on what we do best by offering great service, expanding premium experiences and prioritizing reliability for our customers."

### JetBlue's Mint Experience

Mint brings a fresh take on premium travel, combining comfort, personal service and thoughtful design. Available on select long-haul routes, Mint offers a boutique-style flight experience that stands out from traditional first/business class offerings. Key features include:

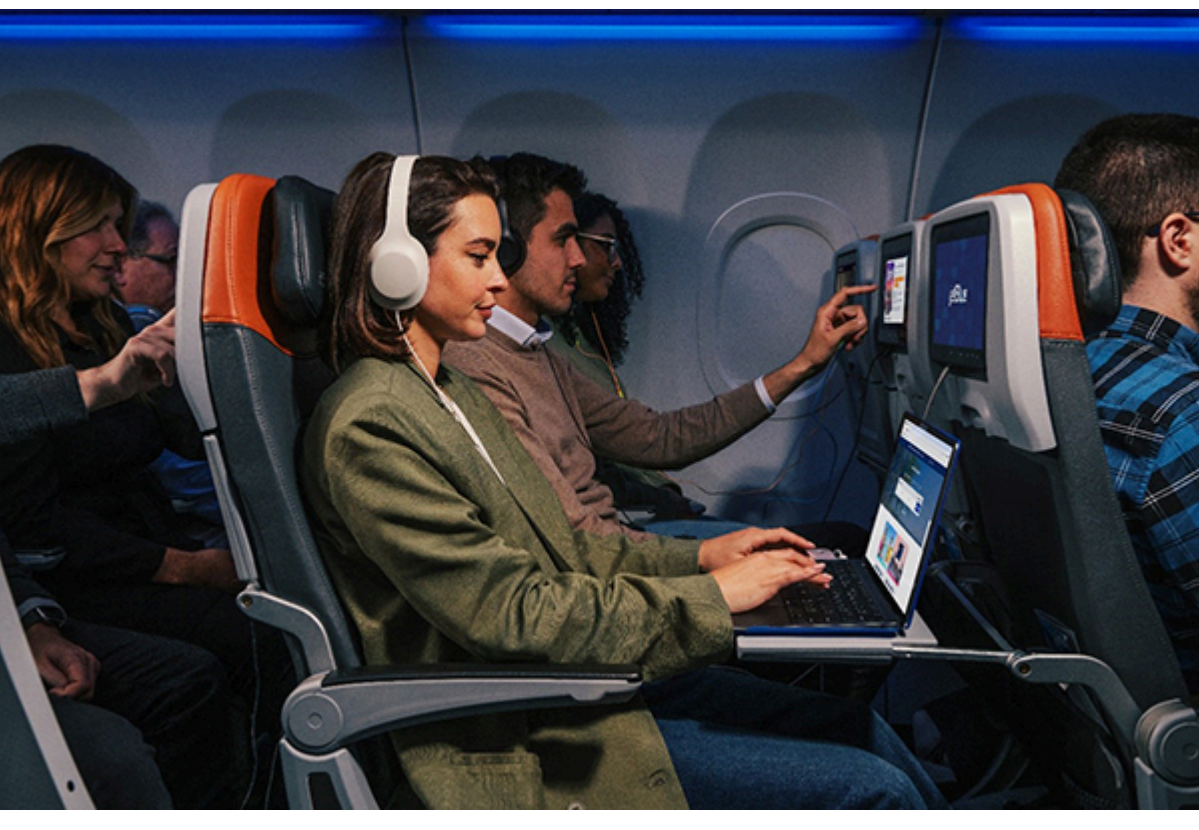
- Hospitality-trained crewmembers who make every Mint customer feel at home
- Fully lie-flat seats with Tuft & Needle® cushions, comforters and pillows
- Curated dining with restaurant-style small plates from NYC's Delicious Hospitality
- Group restaurants Legacy Records, Charlie Bird and Pasquale Jones
- 15-inch seatback screens with free movies, shows, live TV and more
- Premium benefits, including a dedicated Mint check-in line, priority security (at select airports), early boarding and preferred baggage claim
- Amenity kits by Caraa, packed with travel and wellness essentials



This month, JetBlue continues to expand its Mint service with two new transatlantic routes from Boston Logan International Airport (BOS) to Edinburgh Airport (EDI) and Adolfo Suárez Madrid-Barajas Airport (MAD). The airline will later open its first-ever lounges at John F. Kennedy International Airport (JFK) and Boston Logan International Airport (BOS), giving transatlantic Mint customers a complimentary space to relax, play and work before their flight.

### Elevating the Experience for All Customers

JetBlue also ranked No. 2 in both economy and premium economy, demonstrating strong performance across the airline's core experience. The airline's rise from fourth in premium economy and fifth in economy customer satisfaction last year reflects strong momentum in the airline's JetForward strategy with customer-focused initiatives across the entire travel ribbon.



Earlier this year, the airline introduced **EvenMore®**, a new premium experience for core customers that includes additional legroom and new benefits like dedicated overhead bin space, complimentary alcoholic drinks and a premium snack in addition to early boarding, and priority security. All of this comes on top of JetBlue's signature features for all customers: free high-speed Wi-Fi, seatback entertainment and free brand-name snacks and drinks.

The J.D. Power North America Airline Satisfaction Study measures passenger satisfaction among business and leisure travelers of major airline carriers in North America with the entire air travel experience — from reservation to baggage retrieval — based on a recent flight experience. The study surveys more than 10,000 customers for passenger satisfaction based on performance in several dimensions: Day of Travel Pre/Post-Flight Experience, On-Board Experience, Ease of Travel with Airline, Digital Tools, Airline Staff, Value for Price Paid and Level of Trust with Airline. This is JetBlue's 23rd J.D. Power honor.



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