



July 1, 2008

Dear Valued Customer:

Since becoming the first trucker in the air freight industry to offer an On-Time Service Guarantee, only a very small percentage of claims have been submitted for shipping reimbursement. We are extremely proud of the fact that not only is Towne breaking ground in this area, we're proving great success.

We are excited to announce that as of July 1st, all of our newly acquired terminals in the Southwest U.S. have been completely integrated into the Towne Air Freight operation. As a result, we are expanding the On-Time Guarantee to include shipments to these locations!

Throughout the launch of the program, we have listened to customer response, monitored the claims process closely and recently found it necessary to review and clarify one particular rule regarding the guarantee.

The rule currently states:

Only customers in good standing are eligible to request refunds.

Effective July 1, 2008, the rule will be updated to read more specifically:

Only customers in good standing are eligible to request refunds. To be considered "in good standing" a customer must have all outstanding bills paid within 30 days of the invoice date.

Providing you and your customers with world-class service is our top priority—as it always has been and always will be. We stand behind our On-Time Service Guarantee because we know that outstanding standards of service benefit your company as well as ours. We appreciate your support and look forward to a long, continued partnership of mutual growth.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Martins", is written over a white background.

Paul Martins
Senior Vice President
Sales and Marketing