

TOWNE AIR FREIGHT

Service you can count on!



May 9, 2011

Dear Valued Customer:

As you may know, the leadership and staff of Towne Air Freight have recently placed laser-like focus on quality initiatives to add even more value to our extensive menu of services. While Towne has always led the industry in providing top-notch service, a struggling economy and stiffer competition have led us to further sharpen our skills in areas that matter most to you—our customer.

We're already seeing significant upward trends in measured results across the board and we're proud that we have been able to lead the field in service improvement. Throughout our progression we've discovered that our Guaranteed Service offering is no longer relevant to our customers in its current form.

Therefore, effective 1 June, 2011, we will be suspending our Guaranteed Service indefinitely. As Towne's overall service quality continues to advance, fewer and fewer guarantee claims are being filed. We believe at this time it is better to redirect our staff to benefit Towne's quality initiatives than researching what has become very few guarantee claims.

We may revisit the guaranteed product in the future, but for now, it makes little sense to continue using our resources to fund an offering that adds little value to our customers or our daily business.

We thank you tremendously for choosing Towne and we're happy to continue offering world-class, value-added service that you can count on!

Sincerely,

Paul Martins
Senior Vice President, Sales & Marketing