

TOWNE AIR FREIGHT

Service you can count on!



November 21, 2011

Dear Valued Customer:

With the fluctuations in capacity, volatility of fuel prices and the overall change in the atmosphere of the cargo industry over the last several years, the time has come for Towne Air Freight to update some of our policies to reflect the current market status.

Effective December 5th 2011, Towne-MIA in Miami, FL will no longer offer airport sweeps free of charge. We realize that our customers have enjoyed this gratis service for many years, but it has become unfeasible to continue to absorb this additional cost.

We will continue to offer ATA service with pickup and delivery from the Towne-MIA dock at your current ATA rates, however as of 12/5, we will charge an Origin/Destination Charge for pick up and delivery to sweep areas. This affects the zip codes 33122, 33126, 33166, 33172 and 33178.

Pickup and delivery to sweep areas will be assessed as a Flat Accessorial Fee of 2.5 cents per pound with a \$15 minimum and \$200 cap. Please note that when obtaining a quote online, Accessorial Fees are not included and this charge will be in addition to your ATA quoted rate.

If you have any questions about these changes, please contact your local Towne Air Freight Account Executive. Be sure to ask about our "Miami Partnership Program" which would offer qualifying customers additional volume-based savings.

We appreciate your continued support and your understanding of our need to update our policies.

Sincerely,

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

Paul Martins
Sr. Vice President/ Sales & Marketing