



September 14, 2011

Dear Dirk,

Just wanted to once again say thank you for the great hospitality and customer service that we received in Morristown on our recent visit, I have been in the aviation business for most of my life and visited a large number of FBO's in the country and I can absolutely say the support and help that we got from your FBO was top notch. At the end of the day customer service is the differentiator and I wish you great success with your FBO in Morristown and certainly plan to visit Morristown more office based on my experience at your facility.

If you are ever in Sarasota or on the West Coast of FL we would welcome you to visit. We are located at the Sarasota/Bradenton International Airport on the east side.

One of the businesses that I am in is the studio motion picture business and I have enclosed some souvenirs from our studio.

Hope to see you soon,

Ken

Ken Sanborn
CEO

A handwritten signature in blue ink, appearing to read "Ken", with a long horizontal flourish extending to the right.