

March 9, 2020

Dear Travel Partner:

The coronavirus issue has caused a tremendous impact on all of us in the travel industry. As this situation continues to evolve, I want to give you my personal reassurance that Sky Bird Travel is here for you and your clients.

As we continue to receive daily updates for flight cancellations and rescheduling, our local offices will be reaching out to you with a list of your effected passengers. Our offices are providing 24/7 service so you can give assurance to your clients that they will be taken care of in the event their travel plans are disrupted.

Sky Bird has implemented strong cost-cutting measures to insure our future viability in the marketplace. The entire Sky Bird team remains in full force and is fully committed to servicing our clients. They are sensitive to your needs and want to ensure that our client's satisfaction is our highest priority.

Our managers are working with all our offices nationwide and worldwide to ensure that our clients receive the maximum level of support during these challenging days. I reiterate that Sky Bird will not compromise the service we provide to our clients. We take great pride in our customer service, the reason for our success.

We are also committed to offering the greatest variety of channels for our travel partners to offer their clients and to maximize profit. We are excited about our upcoming product offerings on Wings and will be sending updates to all of you on the same.

All of us in the travel industry are in this together and need to support each other. This is not the first time our industry has faced a severe crisis. We have gone through turbulent times before and managed to survive. I am hopeful that with our combined strength and effort that we can come out of this crisis as well.

Sky Bird thanks you for your business and your continued support.

Best Regards,

Arvin Shah
Chairman/CEO

A handwritten signature in black ink, appearing to read "Arvin Shah".

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