



April 28, 2021

Journeys Aviation

3335 Airport Rd.

Suite A

30301

Whom it may concern:

I wanted to take a moment to formally thank you all for the outstanding service you provided during our visit on April 19. Although the weather (and consequently our plans) were rapidly changing, your team rose to the challenge and met our every need. We were especially appreciative of your efforts in getting our CJ3+ into your hangar as quickly as possible and helping to dry it off. We did not even think to ask for this but it helped to ensure we could depart quickly and safely once our passengers arrived. Your team's effectiveness helped ensure the successful completion of our mission and your service-oriented mindset rivals that of any FBO in the world.

Our company vision is to be the aviation leader that inspires the *journey* of flight. We often use the word "journey" as it reminds both our customers and us of the rewards that come from taking flight. I think that it is fitting that you incorporate the same word into the name of your business. You were the first stop on our customers' journey that day, and you made it an excellent one. I thank you again for your help!

Very sincerely yours,

Kyle Van Kooten (N635CJ)

Pilot, Textron Aviation Flight Operations

kvankooten@txtav.com