



**CUSTOMER LOYALTY PROGRAM  
CUSTOMER COMMUNICATION**

FORM: QD-015-09-01

REVISION: B

DATE: 12/16/2015

Viking Air is pleased to offer customers a loyalty discount program\* for purchases of proprietary, OEM spare parts for the legacy fleet of de Havilland Canada aircraft and Viking Twin Otter Series 400 aircraft.

To be eligible for the Customer Loyalty Program, customers must have payment terms with Viking Air and accounts must be in good standing. On a quarterly basis, each customer's previous 12 months of invoiced sales activity will be reviewed, and the customer loyalty discount tier will be determined using the table below.

<b>Tier</b>	<b>Annual Sales Range (USD)</b>	<b>Discount</b>
1	\$0 to \$ 25,000	0.0%
2	\$ 25,001 to \$ 100,000	5.0%
3	\$ 100,001 to \$ 500,000	10.0%
4	\$ 500,001 to \$ 1,000,000	15.0%
5	\$ 1,000,001 to \$ 1,500,000	17.5%
6	\$ 1,500,000 and above	20.0%

Discounts will apply to proprietary, OEM spare parts carrying a de Havilland part number with the prefix "C2", "CT2", "C3", "C6" or, in the case of a Dash 7 aircraft part, an 11-digit number (e.g., 72110282-101). The Customer Loyalty Program does not apply\*\* to parts for the DHC-4 Caribou and DHC-5 Buffalo, as they are supplied under contract by Field Aviation.

## Questions and Answers

### **What purchases are considered as part of the overall relationship between the customer and Viking in determining the discount tier level?**

The following purchase are taken into account during sales activity reviews:

- All spare parts purchases, whether factory new, overhauled, repaired or other;
- All engineering services;
- All technical publications; and
- All aircraft repair, maintenance and overhaul services.

\*Viking Air reserves the right to adjust and/or modify the loyalty program at any time and without notification.

\*\* Some exceptions may apply to DHC-4 Caribou and DHC-5 Buffalo spare parts that are also found in the Illustrated Parts Catalogue for DHC-6 and DHC-7 aircraft.



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**Are any proprietary, OEM spares carrying a de Havilland part number excluded from the Customer Loyalty Program?**

Yes. The discount will not be available for new Twin Otter wing sets (various part numbers). However, the purchase price of a new set of wings will be used in calculating the discount tier for future purchases. Other items may be excluded on a periodic basis as determined by Viking, such as parts that are subject to special offers, discontinued items or special order items.

**How will the discount be applied?**

Account reviews will take place on a periodic basis, and based on the customer's purchase history over the previous 12 months, the relevant discount will be applied to subsequent transactions until the following review.

**Will we be notified if any changes to our status within the Customer Loyalty Program?**

Yes. If the customer account review highlights a change in loyalty tier or in eligibility to the program, a letter will be sent to the customer prior to any changes being implemented.

**What if we have an existing discount agreement with Viking?**

Contracts will continue to be honoured as agreed upon.

For more information, please contact Viking Global Customer Support:

- Telephone: +1.250.656.7227
- USA & Canada Toll Free: +1.866.492.8527
- International Toll Free: +1.800.6727.6727
- [sales@vikingair.com](mailto:sales@vikingair.com)

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