
CUSTOMER SERVICE & PRODUCT SUPPORT ANNOUNCEMENT

To: All Viking Customers
From: David Curtis, President & CEO
Date: 02/21/2018
Subject: **Viking Customer Service & Product Support Consolidation**

Viking Air Limited is pleased to announce that we are consolidating our Viking Global Customer Support (VGCS) and Amphibious Aircraft Divisions into a single Viking Customer Service and Product Support strategic business unit.

This transition is currently underway, with our goal to have most changes incorporated by May 2018 and the full transition completed by the end of 2018. The newly formed business unit will be located in Calgary, Alberta, where our global distribution facility is undergoing renovations to incorporate and enhance the dedicated customer service and product support team.

Under the direction of Mr. Gregory Davis, Vice President of Customer Service & Product Support, a new organization structure has been functionally designed to sustain and increase service levels over the coming months. Viking's aftermarket support organization will have dedicated engineering, supply chain, technical support, and customer service teams focused on supporting our customers.

In the new role of Customer Service Manager, Ms. Cassandra Suchoszek will be accountable for your specific fleet requirements and operational needs. Any changes arising from this transition that directly affect your business will be communicated by Cassandra's team in the coming weeks in an effort to provide you with full transparency on our progress.

Viking is working diligently to provide you with new service offerings, optimized customer interfaces, and improved customer outreach. We are confident these initiatives will further the success of our customers' operations.

Any inquiries on the transition can be directed to Cassandra at Cassandra.Suchoszek@vikingair.com or +1.587.530.0572 ext. 4107. We welcome all feedback during this transition as we continue to enhance our customer support relationship with you.

Sincerely,



David Curtis
President & CEO

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