

December 29, 2020

**Re: Scheduling Software Data Incident**

Dear Valued Customer,

We have recently been informed by Avianis, our third-party scheduling software provider, of a data incident. This incident has regrettably impacted Jet Aviation and a number of other operators using the system.

Our IT, Security and Operational Teams have been working closely with Avianis to ascertain the impact and determine next steps. At this stage, we understand certain categories of personally identifying data may have been compromised, notably passport, travel visa, and driver's license information. However, we do not believe that flight plans, passenger manifest details, and payment transactions have been compromised.

Avianis has notified local and Federal authorities of the incident and has assured us it will provide us with regular updates. Importantly, Avianis informed us it has identified and addressed the vulnerability that allowed this specific event to occur and has also informed us and other operators it has taken necessary corrective actions to prevent such an incident from occurring again.

We understand the importance of your privacy and deeply regret the inconvenience caused by this issue. Should you wish to subscribe to a monitoring service at this time, we will bear that cost.

We take such issues very seriously and will continue to keep you informed as we receive further updates from Avianis. In the meantime, please feel free to contact us directly. Alternatively, should you wish to reach one of our team, please contact your personal Client Aviation Director or send us an email at [Data-Support@JetAviation.com](mailto:Data-Support@JetAviation.com).

Thank you for your understanding and continued loyalty.

Sincerely,



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