



Welcome Letter

July 12, 2023

To Our Avflight Holland Customers:

As you may have heard, Avflight Holland Corporation began operations at West Michigan Regional Airport (KBIV) on July 12. We are excited for the opportunity to serve you with exceptional customer care.

Our Guarantee: The transition to Avflight will be smooth. With 25 FBO operations across North America and Europe, the Avflight team has expertise in acquisition management. You will not experience any disruption in fuel supply or fuel equipment availability as we update the facility's branding.

Our Focus on Service: We're proud to share that you will continue to be welcomed by the same hospitable faces you are accustomed to as Avflight's executive team works with existing FBO staff members. Tyler VandenBrand will be leading the team as General Manager. Please do not hesitate to contact him at 608.469.0499 or tvandenbrand@avflight.com. Over the next few weeks, Tyler and his team look forward to sitting down one on one with you to answer any questions or concerns that you may have.

Both Avflight and Avfuel look forward to serving you with unmatched care and facility standards, in addition to reliable services and solutions. If you haven't already, we hope you take advantage of an array of aviation programs:

- **The Avfuel Pro Card:** Enjoy payment ease and zero fees with the Avfuel Pro Card, Avflight Holland's preferred method of payment. Save time at the counter by using it for both fuel and non-fuel purchases, and save money with no transaction fees or annual fees.
- **The Avfuel Retail Card:** Purchase fuel and FBO services at more than 700 Avfuel-branded FBOs. The Avfuel Retail Card has no annual fee, and cardholders can search for locations and manage accounts online.
- **AVTRIP Pilot Rewards:** Stay in the Avfuel Network when you're on the road to earn more rewards with AVTRIP—the industry's preferred pilot loyalty program.

If you have questions as we transition to Avflight, please contact:

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For more information regarding any of Avflight and Avfuel's services, please visit [Avflight.com](https://www.avflight.com), [Avfuel.com](https://www.avfuel.com) or call 734-663-6466.