



April 15, 2008

To Whom It May Concern:

I have known and worked with Humberto Ayala on a professional basis since April of 1998. In my experience he has provided great customer service. He and his crew have always been diligent about keeping me informed of the aircraft status and strive to meet schedule commitments. Huey has an eye for detail and focuses on delivering a quality product. I have been very satisfied with his performance. Should you have any questions regarding my experience, please don't hesitate to contact me.

A handwritten signature in cursive script that reads "Vern Harman". The signature is written in black ink and is positioned above a solid horizontal line.

Vern Harman  
Manager  
A/C Heavy Maintenance & Conversions  
Air Operations Division  
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