



Friday August 5, 2016

Florida Flight Inc.  
9661 Tradeport Drive  
Orlando, FL 32827  
(407) 438-6615

Dear Florida Flight Team,

I wanted to personally thank you for the years of dedicated support and service you have provided to United Technical Operations at our MCO location. Your excellent work on our interior modification projects has been a key part in the successful completion of many major projects.

Some of the key highlights of your support are:

1. Investment of significant time and resources to become a United approved vendor
2. Complete modification of 40 aircraft shipsets of seats
3. Zero quality issues in any project
4. Offering innovative solutions when problems arose
5. Always, without fail, delivering completed items on time

We appreciate your dedication to our operation and the United customer product. We look forward to continuing this relationship as additional opportunities arise.

Sincerely,

A blue ink handwritten signature that appears to read "Dave Shotsberger". The signature is fluid and cursive, starting with a large "D" and ending with a long, sweeping underline that extends across the width of the signature block.

Dave Shotsberger  
United Airlines  
Managing Director of Technical Operations  
Southeast US  
9809 Tradeport Drive  
Orlando FL 32827