

# CITATIONAIR™

## CUSTOMER TESTIMONIALS

At CitationAir, we take pride in our dedication to safety, personal service and stability while creating an uncomplicated and customized experience for our customers.

Here are a few examples of what our customers have to say about their CitationAir experience:

“ I came from another major card program and must say the CitationAir focus on service is apparent. You guys do a super job! ”

“ On a recent CitationAir trip out of Augusta, we were treated to some extraordinary courtesy by some of your pilots. We were greeted by two CitationAir pilots who were waiting for other passengers. Our pilots had not yet arrived but the pilots that were there immediately sprang into action to expedite our departure. When we met our pilots, they were equally as courteous and we were able to leave an hour earlier than scheduled. It was refreshing to see such teamwork. ”

“ I want to thank all involved who, with very short notice, got me to my son in Cabo. At 3:30 this morning we learned that my son was in an accident. I immediately called CitationAir and at 7:15am I was on my way to Cabo. Your professionalism and execution was flawless! Thank you so much. My son will be fine, and thanks to you, I was in Cabo by 9:30am to attend to his needs. ”

“ I was a 10-year NetJets member and there seemed to be an issue with every trip. Since joining CitationAir, I have had nothing but wonderful experiences and I have enjoyed the interaction with each employee I have had contact with. I have nothing but good things to say. Thank you. ”

“ I appreciate CitationAir always taking care of my passengers. From scheduling to the actual flight, I have never had a worry about their safety, punctuality or attention to detail when you are involved. ”

“ Your Customer Service Representative did a fabulous job with our trip – from start to finish – especially under the added pressure of time constraints. She was courteous, professional, and efficient at all times, and it resulted in a very accommodating and successful return of our group to Houston. ”