

Dear Customer,

As a valued customer, we would like to make you aware of some upcoming changes in our reservation process. This year, the Transportation Security Administration (TSA) will begin requiring airlines to collect additional passenger information for their flights. This effort is part of Secure Flight, a program under which TSA will assume responsibility from airlines for pre-screening passengers against aviation-related terrorist watch lists. In light of these new data collection requirements for airlines, we will also begin collecting the necessary passenger information.

How will Secure Flight affect you?

The Secure Flight program requires airlines to collect additional passenger data, which TSA will use to conduct watch list matching. Specifically, you will be required to provide your:

- Full name (as it appears on your government-issued ID)
- Date of birth
- Gender
- Redress Number (if available – those who encounter misidentification are invited to apply for Redress at www.dhs.gov/trip to help prevent watch list matching misidentifications in the future).

By providing this information in advance, most passengers will not experience any differences from the way they traveled before. In order to minimize undue delays during check-in, please ensure that the data you provide during the reservation process exactly matches the document you present to identify yourself at check-in.

TSA determined through extensive testing that requesting this additional data will greatly reduce the number of passengers misidentified as a match to the watch list. Furthermore, centralizing and consolidating the watch list matching process will enable TSA to more effectively and consistently prevent known or suspected terrorists from boarding an aircraft where they may jeopardize the lives of passengers and others.

Protecting your privacy

We understand that personal privacy is important to you. TSA has assured us that the privacy of individuals' information is also a cornerstone of the Secure Flight program. TSA collects the minimum amount of personal information necessary to conduct effective watch list matching. Furthermore, personal data will be collected, used, distributed, stored, and disposed of in accordance with stringent guidelines and all applicable privacy laws and regulations.

If you would like to know more about these changes, we invite you to visit TSA's Secure Flight Web site (www.tsa.gov, Keyword: Secure Flight) where you can find a detailed program overview, travel tips, frequently asked questions, and more.

Sincerely,

Don Johnson

Don Johnson
President