

Customer Newsletter

March 28, 2013

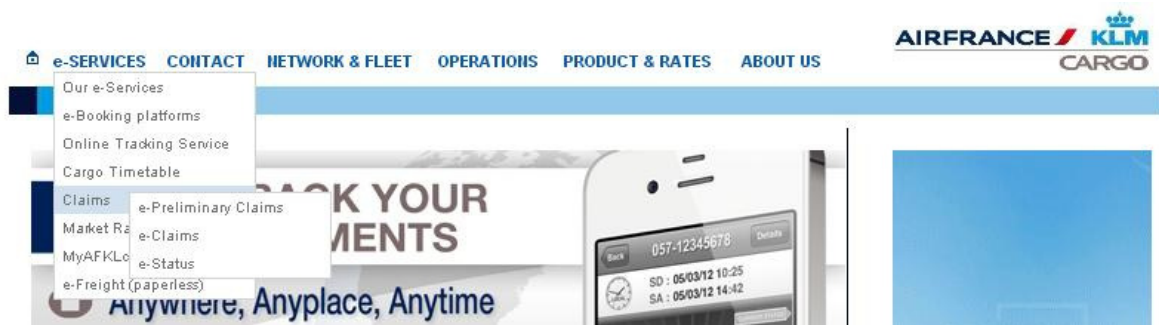
New e-Claim services available on www.afklcargo.com

Dear Customer,

We are happy to announce that we improved our e-services of Cargo Claims for Air France-KLM-Martinair Cargo. By providing these new and amended e-services, we have taken another step towards the continuous improvement of our entire claim handling process. We have launched the **e-Claim Tool** which ensures a quick online registration of your formal priced claim. An e-mail confirmation message is immediately generated upon filing your e-claim.

Secondly, we have improved our e-tool to register Preliminary Claims which is available on our website as well. The new **e-Preliminary Claim Tool** will be much easier to use and will protect your rights to lodge a formal priced claim (if issued in accordance with the applicable International Air Transportation law).

All claims services, including our **e-Claim Status Tool**, are now also available for Martinair shipments. If any assistance is needed, we kindly direct you to our website www.afklcargo.com or to our local office.



We herewith invite you to experience these new e-services!

Kind regards,

A handwritten signature in blue ink that reads 'Mattijs'.

Mattijs ten Brink
Air France-KLM-Martinair Cargo