

Customer Newsletter

27 February 2014

Customer Satisfaction Survey: The Results

Dear Customer,

In October 2013, we launched our annual customer satisfaction survey. We appreciate the excellent response and would like to thank you for the time you spent answering all the questions.

For each completed survey, we were committed to donating € 1 to the humanitarian air freight organisation, Aviation without Borders. Recently, Air France-KLM-Martinair Cargo handed over a donation of close to € 3,500 on behalf of all of you.

Your responses have given us a clear indication of where we stand and how we can be more sensitive to your needs and expectations, which is our highest priority.

We invite you to watch a video about this (please click [here](#)).

Yours sincerely,



Eelco van Asch
SVP Sales & Distribution
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