

## **A Difference At Altitude**

### **Frontier Airlines committed to delivering a superior travel experience**

Thank you for choosing to fly with us on Frontier Airlines. Please relax and enjoy your trip, and allow our people to show you the one-of-a-kind customer service we have become known for over the years.

You may have heard our corporate slogan: A Whole Different Animal. Yes, that's a play on words with the animals on our tails, but the message runs deeper than that. Our people show up to work each and every day set on the purpose of delivering you a different, superior travel experience every time you fly Frontier. We want to earn your loyalty one action at a time, no matter how big or how small.

As you no doubt know, these are challenging economic times for everybody, and the airline industry is no different. The airlines have been hit particularly hard by the rising cost of oil. You feel the pain at the pump when you gas up your automobiles. That pain is magnified significantly for us when we fuel our fleet of aircraft. In April of this year, Frontier and its subsidiaries filed voluntary petitions for reorganization under Chapter 11 of the U.S. Bankruptcy Code. Our goal is for this move to have as little impact as possible upon you, our valued customer. Our mission and values have not changed, and our people are as committed to you as ever.

We continue to work diligently to do everything possible to ensure that we are viable as an airline for the long-term. We have recently secured a number of agreements that will give us a great deal of staying power. We want you to feel confident when you book future flights on Frontier Airlines that we will be here for you; always willing to go the extra mile to make sure you have an enjoyable trip.

Through our first 15 years of operation, we have enjoyed a loyalty and affection among our customers that is especially rare in the airline industry. Never has that support been more appreciated than in the last several months. We know you have put your faith in us, and we want to reward that faith by providing our passengers safe, high-quality, affordable air service with an emphasis on customer service for many years to come.

We look forward to seeing you in the skies again very soon. Thank you again for flying Frontier Airlines.

Regards,

Sean Menke  
President and CEO  
Frontier Airlines