



Dear *EarlyReturns* Member,

As you may know, Frontier Airlines voluntarily filed to reorganize under Chapter 11 of the U.S. Bankruptcy Code. Frontier is committed to delivering exceptional customer service and we intend to continue delivering on that promise with normal operations throughout our reorganization process. Our 6,000 employees look forward to serving you.

**Your travel plans are secure** – We are operating our existing schedule of flights – today and in the future – honoring tickets and reservations as usual, and making normal refunds and exchanges. You can count on Frontier, along with our codeshare partners, as we connect you through our Denver hub to 66 destinations in the U.S., Canada, Mexico and Costa Rica.

**Your *EarlyReturns* miles are secure** – Our *EarlyReturns* program is unaffected, and you can continue to enjoy the program's benefits, including the opportunity to earn and redeem miles on Frontier and AirTran flights. You can also continue to earn miles using the Frontier World MasterCard®, our new Frontier BusinessCard, or through our many other *EarlyReturns* partners. All of our other award-winning customer service programs remain in place.

Frontier took this action following an unexpected attempt by our principal credit card processor to substantially increase a "hold-back" of customer receipts, which threatened to severely impact our liquidity. Frontier will now have the time and legal protection necessary to obtain additional financing and enhance our liquidity. We currently have adequate cash on hand to meet our operating needs while we take steps to further strengthen our company. You can learn more about our reorganization by visiting [www.frontierairlines.com/restructure](http://www.frontierairlines.com/restructure).

We are very proud of Frontier's focus on customer service and safety. Our mainline operation has one of the youngest Airbus fleets in North America and offers 24 channels of DIRECTV® service in every seatback along with a comfortable all coach configuration. Our commitment to safety is proven by our maintenance team's receipt of its unprecedented 9<sup>th</sup> FAA Diamond Award for safety training of 100% of our maintenance employees. We look forward to providing you with great service in the safest environment for years to come.

All of us on the Frontier team of aviation professionals appreciate your loyalty to our airline and the opportunity to serve you. Thank you for choosing Frontier Airlines.

Sincerely,

Sean Menke  
President and CEO