

HENLEY CONSULTING INC.

May 26, 2009

1st Air

Dear John,

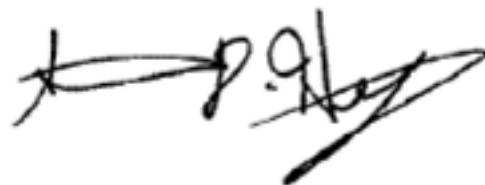
In today's world it seems that so often customer service is non-existent. With online booking and everyone chasing the cheapest fare we have accepted poor customer service as a result of this. I have been dealing with you and 1st Air for several years now and I am very pleased with both the level of service that I received and the amount of money that I have saved by using your company to book my international business class travel.

Today you once again provided excellent service assisting me in getting the airline to recognize the error that they made and to get it corrected in time for me to fly tomorrow. Even though the error was not created by your company your perseverance and follow up has saved me a lot of grief and possible money by not having to buy a last minute ticket and trying to get a refund after the fact.

If it was not for your service I would be travelling coach and would have not reached elite status in the One World alliance. By reaching Platinum level on Qantas, that has enabled me to upgrade to first class several times on the new Airbus 380 which is an unbelievable method of flying. In addition I can use the first class lounges at the airport when I travel. This has saved me \$500 a year by not having to renew my Admiral Club membership as they honor my status with Qantas and both my wife and I get free admission.

I really don't remember what I paid to join your service but I do remember that it was nominal and I have received value well beyond what I paid. Please feel free to use this testimonial in any way that you see fit.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve Henley". The signature is stylized with a large, sweeping initial "S" and a long, horizontal stroke extending to the right.

Steve Henley
President