



18 March 2011

Dear Valued Customer,

The sharp increase in the price of fuel recently has been well publicised and observers will have noticed passenger air fares rising last week as a result.

Air New Zealand can no longer absorb these costs so must advise of an across the board increase in rates of 5 % effective on April 16<sup>th</sup>.

In light of the tragic events in both Christchurch and Japan recently, we also wish to advise that rates on direct services out of and in to Christchurch and services from Auckland to Tokyo will not be affected and will remain at current levels. This is intended to give our exporting customers some latitude as they endeavour to rebuild these important trade lanes.

Your Account Executive will be in touch with updated rate guides.

Your continued support of Air New Zealand is appreciated as is your understanding in relation to this advice.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Greg Edmonds', is written over a light blue horizontal line.

Greg Edmonds  
Regional Cargo Manager NZ