



May 6, 2019

To all passengers of Miami Air Flight 293:

Please allow this letter to convey our sincerest regret that you were involved in the unfortunate incident aboard Flight 293 at NAS Jacksonville on May 3, 2019. We understand and appreciate the difficult experience you endured. We hope that you are doing well.

Please be confident that the safety and satisfaction of our passengers are our top priorities. As such, we would like to extend a goodwill gesture to all passengers in the amount of \$2,500. Acceptance of this payment will not affect your rights. In the coming days, a representative will be in contact with you regarding the best method of sending you the goodwill gesture.

With regard to your checked baggage, please note that it is still within the cargo hold of the aircraft. Once the NTSB provides its authorization, we will retrieve the baggage from the cargo hold. To the best that we can, we will then clean and catalog the baggage. Once all the baggage is catalogued, a representative will contact you regarding identifying and returning your specific bag(s).

Again, we sincerely regret this unfortunate event. If you have any questions or concerns, please do not hesitate to contact us at 800.279.3280.

Best regards,

A handwritten signature in black ink that reads "Kurt Kamrad". The signature is written in a cursive, flowing style.

Kurt Kamrad
President/CEO
Miami Air International, Inc