



Irmantas Kiselius,
Sales Manager,
Baltic Ground Services,
Rodūnios kelias 6
LT-02187, Vilnius,
Lithuania.

14th November 2014

Dear Irmantas,

Since April 2013 WOW Air ehf have been contracted with Baltic Ground Services for the provision of full ground handling services at Vilnius Airport (VNO) for their A320 operation.

During this time we have been delighted with the high level of quality service provided; one which has been delivered safely, consistently, and punctually.

On this basis we would recommend the services of Baltic Ground Services at the aforementioned location.

Yours faithfully,

A handwritten signature in black ink, appearing to read "P. Bryant", written in a cursive style.

P.Bryant,
Director Stations.

