



Open Joint-stock company «TRANSAERO Airlines» (OJSC «TRANSAERO Airlines»)
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ATTN: BALTIC GROUND SERVICES

On behalf of OJSC «TRANSAERO Airlines» I would like to thank you for safe, reliable and punctual ground handling services at VNO International airport from the first flight of TRANSAERO Airlines at VNO in 2011 till present day.

I hope that this stability and professionalism and good spirit of BGS staff, resulted in Passenger satisfaction of the experience at VNO airport, contributes to the success of overall Operations of TRANSAERO to Vilnius as well as plays a significant role of creating a positive image of the airport itself.

Yours sincerely,

Alexander Ignatov
First deputy General Director
Chief Operations Officer