The News from FlightSafety…

FLIGHTSAFETY INTRODUCES NEW CUSTOMER CARE PROGRAM

LA GUARDIA AIRPORT, New York (October 29, 2012) – FlightSafety International is pleased to announce the introduction of its new Customer Care program.

"The Customer Care program exemplifies FlightSafety's commitment and proven ability to deliver the highest quality training and very best and most complete range of services," said Bruce Whitman, President & CEO. "We listen and respond to Customer needs in ways that not only meet, but exceed, expectations. All of us with FlightSafety are extremely proud and appreciative of the long lasting relationships we have with our Customers that are more like family."

Customer Care provides benefits offered directly by FlightSafety and other industry leading companies. They include ongoing access to FlightSafety's Proficiency Protection program that enables Customers to maintain their skills even when they are between jobs by providing pilot and maintenance technician training at no cost. In addition, FlightSafety Customers who are interested in joining the company as instructors will be given priority consideration.

Jet Professionals will help those who become unemployed by offering priority access to job opportunities and the full range of staffing services for full-time and temporary placements. Jet Professionals is a well respected aviation industry leader and the only global company offering a full range of staffing services for full-time and temporary aviation placements, including pilots, flight attendants, technicians and schedulers.

ServiceElements will provide complimentary webinars designed to improve customer service skills and to prepare for job interviews using an interactive facilitator format that enables participants to share knowledge and experiences. ServiceElements has more than 30 years of experience in the aerospace and aviation industry, focusing on organizational development, service culture enhancement, coaching, consulting, change management and other core skills development programs.

All pilots who qualify to receive a FlightSafety ProCard and train under a FlightSafety Full Service agreement are eligible to receive a complimentary life insurance policy. Initial coverage is for $50,000 and increases in $10,000 increments to a maximum of $100,000 as long as the pilot completes a training event every eight months and earns and maintains ProCard Elite status.

FlightSafety Customers will soon benefit from a new self-serve booking system that will enable them to schedule their training and confirm simulator times online. Most will also be able to get their training records immediately upon completion of training and manage their training agreements online. It is scheduled to be available to select Customers in early 2013 with the enhanced records and agreement management functionality to follow shortly.

- More -

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FlightSafety is also introducing its new Operational DayFlow training methodology. A new, innovative, highly customized method of training that transforms ground school by presenting critical procedures and tasks according to phase of flight. It will be available for 19 aircraft programs this year with more to come in the future. In addition, FlightSafety has, or soon will add, 28 new training programs that offer full flight simulators for current and next generation fixed-wing aircraft and helicopters at locations worldwide.

FlightSafety International is the world's premier professional aviation training company and supplier of flight simulators, visual systems and displays to commercial, government and military organizations. The company provides more than a million hours of training each year to pilots, technicians and other aviation professionals from 154 countries and independent territories. FlightSafety operates the world's largest fleet of advanced full flight simulators at Learning Centers and training locations in the United States, Australia, Brazil, Canada, China, France, Japan, South Africa, the Netherlands, and the United Kingdom.

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