



December 3, 2019

Dear Valued Customer,

Effective January 1, 2020, our Air service provider will be implementing a Pilot Fatigue surcharge. This surcharge is a result of increasing airline costs due to regulation changes from Transport Canada pertaining to pilot hours.

This surcharge is 5.6% and will be applied in the following 2 phases:

Effective January 1, 2020	2.8%
Effective April 1, 2020	2.8%

Accordingly, this surcharge will be applied to all air freight shipments moving through our system and will appear as NAV/PFS on your invoice.

We thank you for your continued business and we appreciate your understanding on this matter.

Regards,

ATS Healthcare