

OWNER/OPERATOR INFORMATION FORM



Rev. 011 Customer Support Services

12. Aug. 2024

The purpose of this form is to gather updated owner/operator information to ensure timely distribution of important safety and service information to owners and operator of Pilatus.

Please use this form to report any status changes of owner/operator or aircraft to:

Pilatus Aircraft Ltd.
Pilatusstrasse 1
6371 Stans, Switzerland

Phone: +41 41 619 61 11
Fax: +41 41 610 92 30

Please fill out and sign the form electronically, send it to: gavservices.ch@pilatus-aircraft.com

1 SUBJECT

☐ Delivery of new aircraft: Activate Pilatus and Vendor Warranty	☐ Change of address for documents: Assure shipment of documents to correct address
☒ Change of ownership: Transfer of all remaining warranties	☒ Lifetime Revision Service: Renew lifetime revision service for PC-6 AFM, PC-12 AFM/POH or PC-24 AFM/Operational Docs

2 AIRCRAFT DETAILS (Please tick applicable boxes)

Type of Operation:	☐ Commercial	☐ Fractional	☐ Fleet	☐ Cargo
	☐ Non-Commercial	☐ Medivac	☐ Airline	☒ Government/Special Mission
Type of Aircraft:	☐ PC-6	☐ PC-12	☒ PC-24	
A/C Manufacturer Serial No (MSN)	146	Flight Hours:	1161.0	Flight Cycles/ Landings: 836
Engine #1 SN:	295099	Engine #1 TSN:	1158.6	Engine #1 CSN: 836
Engine #2 SN:	295100	Engine #2 TSN:	1158.6	Engine #2 CSN: 836
Sales Center:	Synerjet Corp.			
*Service Center:	Synerjet Corp.		SC Location: SBJH	
Delivery/Retails Date:	09/05/2019 // 08/15/2025		Tail No. Registration: PS-RFB	

*Required

3 OWNER DETAILS ☐ Check here if Pilatus may already have owner's information on file. Please continue to fill out information below regardless. Legal owner of record only

Name/Company: RECEITA FEDERAL DO BRASIL	
Contact Name: Suely Lopes Ribeiro	Title: Manager
Address: SETOR DE HANGARES, HANGAR 16, LIDER AVIATION	
City: BRASILIA	State/Province: DF
Country: BRAZIL	Postal Code: 71608-970
Phone/Mobile Phone: +55 (64) 99296-3038	E-mail: suely.ribeiro@rfb.gov.br
Indirect tax registration no. (e.g. Sales tax no. / GST / VAT): 00.394.460/0058-87	

OWNER/OPERATOR INFORMATION FORM_Rev.010

4 OPERATOR DETAILS

Responsible for operations of this aircraft

Name/Company: RECEITA FEDERAL DO BRASIL	
Contact Name: RAFAEL MENDES MORAIS	Title: Manager
Address: SETOR DE HANGARES, HANGAR 16, LIDER AVIATION	
City: BRASILIA	State/Province: DF
Country: BRAZIL	Postal Code: 71608-970
Phone/Mobile Phone: +55 (61) 99823-7001	E-mail: rafael.morais@rfb.gov.br
Indirect tax registration no. (e.g. Sales tax no. / GST / VAT): 00.394.460/0058-87	

5 CAMO DETAILS (Mandatory by the EASA for all EU-registered A/C which are commercial operated or powered by complex motors)
Responsible for maintenance & airworthiness of this aircraft

Name/Company:	
Contact Name:	Title:
Address:	
City:	State/Province:
Country:	Postal Code:
Phone/Mobile Phone:	E-mail:
Indirect tax registration no. (e.g. Sales tax no. / GST / VAT):	

6 PUBLICATION RECEIVER DETAILS

Applicable address to send document revisions for this aircraft

Send publication to: option must be selected (only one) ☐ Other (specified below) ☐ Owner ☒ Operator ☐ CAMO	
Name/Company:	
Contact Name:	Title:
Address:	
City:	State/Province:
Country:	Postal Code:
Phone:	E-mail:
*Mobile Phone: +55 (61) 99823-7001	*Mobile phone no. for PC-24 customer required
Indirect tax registration no. (e.g. Sales tax no. / GST / VAT):	

I hereby confirm with my signature that the information provided
in this registration form are true and complete.

Place: Brasília, DF
Date: abril 22, 2026

Signature:	Assinado por: <u>Suely Lopes Ribeiro</u> 5B5C85C8739941A...
Name of originator:	<u>Suely Lopes Ribeiro</u>
Function:	<u>Manager</u>



REGISTRATION FORM - CAMP MAINTENANCE TRACKING FOR NEW PILATUS PC-24 AIRCRAFT

Owner: RECEITA FEDERAL DO BRASIL

Operator: RECEITA FEDERAL DO BRASIL

A. Maintenance Tracking Services (please select one):

☒ **CrystalCare™ Program: CAMP Maintenance Tracking Enrollment** I hereby acknowledge and accept the **Pilatus CrystalCare™ Program** including CAMP Maintenance Tracking services for my aircraft (please see CrystalCare™ Terms and Conditions on page 2).

☐ **Non-CrystalCare™: CAMP Maintenance Tracking Enrollment** I hereby acknowledge and accept the Pilatus offer to provide twelve (12) months of **CAMP Maintenance Tracking** services free of charge for my aircraft (please see CAMP Terms and Conditions on page 3).

B. Please provide your aircraft information in order to expedite registration:

MODEL	SERIAL No.	REG. No.	TOTAL TIME/ TOTAL CYCLES	CERTIFICATION DATE	CUSTOMER DELIVERY DATE
PC-24	146	PS-RFB	1161.0 836		09/05/2019
FJ44-4A-QPM	295099		1158.6 836		
FJ44-4A-QPM	295100		1158.6 836		

OWNER: <u>RECEITA FEDERAL DO BRASIL</u> ICAO: <u>SBBR</u> Mailing Address: <u>SETOR DE HANGARES, HANGAR 16, LIDER AVIATION</u> <u>BRASILIA DF 71608-970 BRAZIL</u> Contact Name: <u>Suely Lopes Ribeiro</u> Phone: <u>+55 (64) 99296-3038</u> Mobile: _____ Fax: _____ Email: <u>suely.ribeiro@rfb.gov.br</u> PRIMARY SERV. CNTR.: <u>Synerjet Corp.</u> ICAO: <u>SBJH</u> Mailing Address: <u>ROD CASTELO BRANCO KM 59,7 -</u> <u>SÃO ROQUE -SP CEP 18132-900</u> Contact Name: <u>RUBENS MIGLIATTI FILHO</u> Phone: <u>11971529977</u> Mobile: _____ Fax: _____ Email: _____	OPERATOR: <u>RECEITA FEDERAL DO BRASIL</u> ICAO: <u>SBBR</u> Mailing Address: <u>SETOR DE HANGARES, HANGAR 16, LIDER AVIATION</u> <u>BRASILIA DF 71608-970 BRAZIL</u> Contact Name: <u>RAFAEL MENDES MORAIS</u> Phone: <u>+55 (61) 99823-7001</u> Mobile: _____ Fax: _____ Email: <u>rafael.morais@rfb.gov.br</u> ADD'L CONTACT: PILOT CAMO ☒ N/A Mailing Address: _____ Contact Name: _____ Phone: _____ Mobile: _____ Fax: _____ Email: _____
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C. Identify primary contact for CAMP updates: ☒ Operator ☐ Owner ☐ Pilot ☐ Service Center ☐ CAMO

D. Statement:

BY SIGNING THIS REGISTRATION FORM YOU ACKNOWLEDGE YOU HAVE RECEIVED AND AGREE TO CAMP'S TERMS AND CONDITIONS AND PRIVACY NOTICE. You understand that personal information obtained by CAMP will be used, shared and retained as described in the Terms and Conditions and CAMP's Privacy Notice available at <https://www.campsystems.com/privacynotice>, which may be updated from time to time. By signing, you also consent (and, if applicable, you have obtained the consent of those on behalf of who the subscriber is contracting hereunder) to the transfer of personal information to the United States and other jurisdictions which may not provide the same level of protection for your personal information as your home country. Additionally, you certify that (a) neither the aircraft nor its engines have been modified with any part, component, attachment or any other modification that is specially designed or modified for a military or space application, (b) neither the aircraft nor its engines have been exported or re-exported in violation of applicable US export law. You authorize CAMP Systems International Inc. to provide Pilatus with Electronic and/or print copies.

Signature: Suely Lopes Ribeiro Title: Manager Date: abril 22, 2026

Please return the completed form to CAMP Systems at: Email: accounts@campsystems.com or Fax: 1-800-507-0663.

If you have any questions please contact us at +1-877-411-CAMP.

ARTICLE I: PARTIES

CAMP Systems International Inc. is referred to herein as "CAMP" and the person or entity acquiring services from CAMP is referred to herein as "Operator".

ARTICLE II: RESPONSIBILITIES OF PARTIES

1. Promptly following the effective date of this Services Agreement and receipt of all required documentation, CAMP shall provide Operator access to the services set forth on the attached form(s) ("Services"), through CAMP's on-line management system (the "CAMP System").
2. CAMP shall enroll the aircraft identified on the attached form(s), along with all installed propellers, engines, rotables, time controlled parts and accessories (collectively, the "Aircraft") and/or engine identified on the attached form(s) (the "Engine"), as applicable, on the CAMP System and allow the Operator real-time access to the CAMP System via the Internet, to assist the Operator in establishing and monitoring data as required under applicable aviation regulations, airworthiness directives and service bulletins for life limited parts.
3. Using Work Compliance Forms (WCFs), as completed by the Operator, the Services will update the Aircraft and/or Engine maintenance information and furnish the Operator with, among other things, updated status reports and WCFs.
4. CAMP will process personal information (e.g., names and contact details) of Operator's users and individuals associated with the Aircraft or Engines, as applicable for each Service, and data about their interactions with the Services (the "Subscriber Personal Data" or "SPD"). Operator hereby instructs CAMP to use and disclose SPD as contemplated in this Services Agreement and as needed to (a) provide the Services; (b) respond to technical problems or queries; (c) communicate about the Services and CAMP's and its affiliates' offerings; (d) share or transfer SPD to CAMP's affiliates and other recipients, including recipients that may be located in the United States and/or other countries, for their own business purposes; (e) detect, investigate and remediate security incidents, fraud or illegal activities; and (f) comply with applicable laws, regulations, legal processes or government requests. CAMP will maintain appropriate safeguards to protect the SPD taking into account the nature and sensitivity of the SPD. Operator is solely responsible for ensuring that the means by which it acquired SPD and the sharing of such SPD with CAMP for the Services complies with applicable laws and its privacy notices or similar statements. CAMP may aggregate and de-identify SPD and other data obtained through the Services and use such aggregated data to generate insights. If the SPD CAMP processes on behalf of Operator is subject to applicable privacy laws, then CAMP will process such SPD in accordance with the CAMP Data Processing Agreement ("CAMP DPA"), available at www.campsystems.com/privacy/subprocessors, as may be updated by CAMP from time to time.
5. CAMP may use all maintenance data for the Aircraft and all engine condition trend monitoring data for the Engine, as applicable, for any business purpose.
6. Operator will furnish to CAMP: (i) all historical baseline data; and (ii) all manufacturer's maintenance manuals (and any updates thereto) required for CAMP to perform the Services, for use by CAMP solely to provide the Services. Operator authorizes CAMP to use the maintenance manuals so that CAMP can perform the Services.
7. Operator will furnish to CAMP in a timely manner, all information required by CAMP to perform the initial set-up and to provide the Services (e.g., in the case of inventory control, model, serial, number, part names and numbers, or in the case of flight scheduling, pilot contact information). Operator acknowledges that CAMP will be unable to provide the Services until receipt of all required data, manuals and other information.
8. Operator will promptly complete and return to CAMP all other ongoing information required to provide the Services, including without limitation, completed scheduled and unscheduled WCFs.
9. Operator will, and will cause its users to, (a) maintain, manage and keep confidential their user names and passwords for the CAMP System and (b) not transfer or otherwise make available the same to any person or entity, including without limitation, any third party maintenance tracking service provider or otherwise a competitor of CAMP. Operator will be deemed to reaffirm the foregoing representation each time it or its users access the CAMP System. CAMP shall not be responsible (and Operator shall be solely responsible) for any unauthorized access to Operator's account due to Operator's failure to properly manage its user names and passwords, including, by way of example, Operator's failure to remove such employee's user name and password upon his/her termination of employment.
10. For any excerpt or extract of a maintenance manual, service bulletin or parts catalogue, the CAMP System or the Services provided to Operator through the CAMP System, the Operator shall: (a) maintain the same in confidence; (b) preserve and protect the confidentiality thereof using no less than reasonable care; (c) not disclose the same, in whole or in part, to any third party; (d) not, in whole or in part: (i) modify, copy, translate into any language, reproduce or make derivatives thereof; or (ii) reverse engineer, reverse compile, reverse assemble or otherwise translate into any human or machine-readable form any portion thereof; (e) use the same only with the CAMP System and not, in whole or in part, for any other purpose, including but not limited to: (i) designing,

creating, developing, reproducing, manufacturing or deriving any design, part, product, material, process, modification, configuration change or repair; (ii) seeking FAA or other governmental or regulatory approval or acceptance for any of the foregoing; or (iii) any other commercial activity not expressly authorized by CAMP in writing.

ARTICLE III: PAYMENT

1. Upon receipt of an invoice, the Operator shall pay the following non-refundable amounts to CAMP:
 - a) An initial participation fee as set forth on the attached form(s), for the initial term of this Services Agreement. The initial term of this Services Agreement and the commencement date for the Services is specified on the attached form(s). The foregoing dates shall apply even if Operator fails to provide to CAMP all information required to begin performance.
 - b) A one time activation fee specified on the attached form(s) to establish Operator on the CAMP System. In the event Operator adds additional Aircraft and/or Engines, as applicable, or it is necessary to reactivate an Aircraft and/or Engine on the CAMP System, Operator shall be required to pay the then current activation fee charged by CAMP.
 - c) Round trip airfare, reasonable expenses and per diem charges incurred by a CAMP analyst in the event Operator requests (which request will be specified in the Special Instructions on the attached form(s) or otherwise requested by Operator in writing) a CAMP analyst travel to provide any technical assistance, including but not limited to determining the maintenance status of the Aircraft or Engine.
 - d) Upon receipt of an invoice prior to each renewal of the Services, and in any event prior to any renewal date, Operator shall pay CAMP the then current participation fee charged by CAMP.
2. All amounts due hereunder shall be payable in full within 30 days from the date of invoice. Any amounts payable hereunder which are not paid when due shall thereafter bear interest at the rate of 1.5% per month or the maximum amount permitted by applicable law, whichever is less. Time is of the essence for all payments due hereunder, and if any payment due CAMP is collected at law, or through an attorney-at-law or under advice therefrom, or through a collection agency, Operator will pay all costs of collection, including, without limitation, all court costs and reasonable attorney's fees. If Operator fails to make any payment when due hereunder, or in the event of other default or breach by Operator of any obligation to CAMP, CAMP shall have (in addition to all rights and remedies CAMP may have at law or in equity) the option to suspend or terminate all or any part of the Services.
3. Operator shall be solely responsible for, shall pay, and shall indemnify and hold CAMP harmless from, any and all applicable federal, state, or foreign sales, use, withholding, value added, excise or property taxes, all duties and charges, and any interest or penalties with respect thereto, imposed by any governmental authority based on this Services Agreement or on all or any part of the Services. Without limiting the foregoing, if any governmental authority shall impose any withholding tax on the amounts due hereunder, then Operator shall be required to gross up the amounts due to CAMP so that CAMP receives the full invoiced amount.
4. Operator will be solely responsible for, and will defend, indemnify and hold harmless CAMP and its affiliates, directors, officers, employees, shareholders, representatives, agents, servants, predecessors, successors, and permitted assigns from and against any and all, fines, penalties, claims, liabilities, suits, demands, losses, damages, expenses or costs (including but not limited to attorneys' fees and costs and court costs) that may result from, arise out of or relate to the Services or this Services Agreement, including, without limitation, any breach of the representations, warranties, and certifications contained in Article IV hereof.

ARTICLE IV: OPERATOR REPRESENTATIONS & CERTIFICATION; WARRANTY DISCLAIMER

1. Operator represents that it has a valid and current license to use all maintenance publications and uses and has used a maintenance program approved by relevant authorities for the Aircraft and/or Engine, as applicable.
2. **Operator, on behalf of itself and the aircraft owner(s) (if different), represents and certifies that: (i) the Aircraft and/or Engine, as applicable, are not described on the International Traffic in Arms Regulations (ITAR) United States Munitions List and have not otherwise been specially designed, modified or equipped for military, intelligence, surveillance, or reconnaissance functions, including but not limited to gunnery, bombing, rocket or missile launching, electronic and other surveillance, reconnaissance, refueling, aerial mapping, military liaison, cargo carrying or dropping, personnel dropping, airborne warning and control, and military training; (ii) it complies and has complied with all export control, trade and sanctions regulations of the United States, including as they relate to the export of any software, software documentation, technical data or related technologies (collectively, "items") regarding the Aircraft and/or Engine, as applicable; (iii) it will not provide or cause to be provided to CAMP (whether directly or by uploading or storing in the CAMP Systems) any items regarding the Aircraft and/or Engine that is "technical data" as defined under the ITAR or is "technology" subject to control under the EAR for any policy aside from antiterrorism (AT); (iv) it and its end users**

are not citizens of, located within, or otherwise obtaining residence in a jurisdiction that is subject to comprehensive U.S. trade sanctions or other significant trade restrictions (including without limitation Cuba, Iran, North Korea, Syria, and the so-called Donetsk People's Republic, the so-called Luhansk People's Republic, and Crimea regions of Ukraine) and that it and its end users will not access or use the CAMP Services, or export, re-export, divert, or transfer the CAMP Services, in or to such jurisdictions; (v) it, the aircraft owner(s) (if different), and its end users are not a person or persons identified on any U.S. government restricted party lists (including, without limitation, the U.S. Department of the Treasury's List of Specially Designated Nationals and Blocked Persons, Sectoral Sanctions Identification List, and Foreign Sanctions Evaders List; the U.S. Department of Commerce's Denied Parties List, Entity List, and Unverified List; and the U.S. Department of State's Debarred List and proliferation-related lists); and (vi) it, the aircraft owner(s) (if different), and its end users are not owned 50 percent or greater, in the aggregate, directly or indirectly, or otherwise controlled by a natural or legal person or persons described in clause (v) so as to subject the operator, the aircraft owner(s) (if different), or the Aircraft itself to sanctions.

3. Operator represents that it understands that the Services are provided to Operator solely as an advisory tool to assist the Operator in complying with the relevant maintenance program for the Aircraft and/or Engine, as applicable, and are not a substitute for Operator's obligations to monitor and maintain the applicable Aircraft or Engine and related records in accordance with all requirements of the manufacturer and regulatory authorities or otherwise. Operator is solely responsible for confirming the accuracy of information included with the Services on the applicable Aircraft and/or Engine and all data and information furnished by or through Operator. Operator will be deemed to reaffirm the representations in Article IV(1) through (3) each time it accesses the CAMP System or makes the payments set forth in Article III.
4. Should any change of 10% or more occur to the ownership interest of the Operator, the Aircraft, and/or Engine, as applicable, or should there be any change to the registration of the Aircraft and/or Engine, Operator shall notify CAMP of such change(s) within 7 business days from the date of the applicable change.
5. **CAMP PROVIDES THE SERVICES AND OPERATOR ACCEPTS THE SERVICES "AS IS" AND CAMP EXPRESSLY DISCLAIMS ALL REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, WITH RESPECT TO ANY OF THE SERVICES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OR ACCURACY.** Without limiting the foregoing, CAMP makes no warranties that the Services will comply with the requirements of any law, rule or regulation.

ARTICLE V: EXCUSABLE DELAY; LIMITATION OF LIABILITY

1. CAMP shall not be liable for any default or delay in the performance of any of its obligations under this Services Agreement if caused, directly or indirectly, by fire, flood, earthquake or other acts of God; labor disputes, strikes or lockouts; wars, acts of terrorism, rebellions, revolutions, riots or civil disorder; accidents or unavoidable casualties; interruptions or delays involving third party transportation or communication facilities (including, without limitation, the Internet); supply shortages; laws, treaties, agreements, actions, inactions, rulings, regulations, decisions or requirements of any government, tribunal or government agency; or any other cause, whether similar or dissimilar to those enumerated herein, beyond CAMP's reasonable control. If the cause of the delay is such as to render performance of this Services Agreement impossible for a period of 90 days or longer, then Operator may terminate this Services Agreement without any further liability on the part of CAMP.
2. In no event shall CAMP's aggregate liability to Operator in connection with this Services Agreement, including the Services or any other work performed pursuant to this Services Agreement, whether arising in contract, tort or under any other legal theory (including, without limitation, negligence or strict liability), exceed the lesser of \$15,000 or the amounts paid by Operator to CAMP under this Services Agreement for the 12-month period immediately preceding the date on which CAMP was first notified by Operator in writing of any problem or claim. In no event shall CAMP be liable for fines or penalties levied on Operator by a regulator, lost profits or revenues, indirect, special, incidental, consequential or similar damages arising out of or in connection with this Services Agreement or performance or non-performance of all or any part of the Services or any other work performed pursuant to this Services Agreement, or for any claim made against Operator by any other person, even if CAMP has been advised of the possibility of such damages or claim.

ARTICLE VI: DURATION OF AGREEMENT

This Services Agreement shall continue in full force and effect until terminated as provided in this Services Agreement. CAMP may terminate this Services Agreement at any time if: (i) Operator fails to make any payment due hereunder when the same becomes due and payable or breaches Article II(9) or Article IV(1) or Article IV(2) hereof, (ii) Operator breaches any other representations or warranties or term of this Services Agreement or any other operating procedures of CAMP provided to Operator, and fails to cure the same within 10 days after

receipt of notice from CAMP, (iii) Operator becomes insolvent or makes any assignment for benefit of its creditors, or (iv) any proceeding is filed by or against Operator under any bankruptcy or similar laws for the relief of debtors. CAMP also reserves the right to suspend all or part of Operator's use of the Services immediately and without liability if CAMP reasonably believes that Operator is in breach of Article IV(1) or if CAMP identifies a potential violation of Article IV(2) as part of its routine screening (in each case, a "Service Suspension"). In the event of a Service Suspension, CAMP may (a) independently resolve the Service Suspension or (b) require Operator to provide information reasonably satisfactory to CAMP to confirm Operator's compliance with Article IV(1) and/or Article IV(2), as applicable. If such evidence is required by CAMP and such evidence is not provided within five (5) business days following the initiation of a Service Suspension, CAMP may terminate this Services Agreement. Neither the expiration or termination of this Services Agreement nor a Service Suspension shall release Operator from its confidentiality, indemnification and payment obligations hereunder or affect any rights which the Parties may have, including any remedies for breach of this Services Agreement.

ARTICLE VII: ASSIGNMENT

This Services Agreement may not be transferred or assigned by Operator, even if Operator sells or transfers the Aircraft and/or Engine served by this Services Agreement, without the express prior written consent of CAMP. CAMP is expressly permitted to assign this Services Agreement. This Services Agreement shall inure to the benefit of and shall be binding upon each parties' permitted successors and assigns.

ARTICLE VIII: MISCELLANEOUS

1. In any contract entered into with the United States government or unit or agency of the United States Government (the "**Government**") or in any contract entered into with any other party which is a subcontract at any tier of a contract entered into with the Government, Operator agrees to notify CAMP of the involvement of the Government prior submission of the purchase order or purchase of the Services.
2. Any notice pursuant to this Services Agreement shall be sufficiently given if delivered in person or if mailed by registered or certified mail, postage prepaid, to the other party at the addresses specified on the attached form(s), or if transmitted by electronic transmission, to the email address most recently provided by such party with receipt of confirmed transmission. Any party may change the address or email to which notices are to be sent by giving notice to the other party in the manner provided herein. Operator will notify CAMP within 24 hours of Operator's receipt of a subpoena related to the Services or this Services Agreement.
3. The terms and conditions contained in this Services Agreement constitute the entire agreement between the parties with respect to the Services, and supersede all communications, representations or agreements, either oral or written, between the parties with respect to the matters contained herein. No agreement or understanding varying the terms and conditions of this Services Agreement (other than CAMP's operating procedures) shall be binding upon either party unless made in writing and signed by duly authorized representatives of both parties. No failure or delay on the part of CAMP to exercise any right or remedy hereunder shall operate as a waiver thereof, nor shall a single or partial exercise by CAMP of any right or remedy preclude any further exercise thereof or the exercise of any other right or remedy.
4. The validity and effect of this Services Agreement shall be governed by the laws of the State of New York, without regard to its rules regarding conflicts of law. Each party irrevocably submits to the exclusive jurisdiction of the United States District Court for the Southern District of New York or any court of the State of New York located in New York County for any and all disputes arising from or in connection with this Services Agreement or the Services. **EACH PARTY HEREBY IRREVOCABLY AND UNCONDITIONALLY WAIVES, TO THE FULLEST EXTENT IT MAY LEGALLY AND EFFECTIVELY DO SO, ANY AND ALL RIGHT TO TRIAL BY JURY IN ANY LEGAL PROCEEDING (WHETHER IN CONTRACT, TORT, OR OTHERWISE) ARISING OUT OF, OR RELATED TO, THIS SERVICES AGREEMENT.**
5. This Services Agreement is between CAMP and Operator. The aircraft manufacturer related to any Aircraft, and the engine component manufacturer related to any Engine, as applicable, is not party to this Services Agreement and makes no representation or warranty under this Services Agreement, whether express or implied.
6. Nothing in this Services Agreement conveys, grants, or obligates CAMP to convey or grant a license to any patent, trademark or other CAMP intellectual property right.
7. The Services may periodically provide links to third-party Web sites ("**Third Party Sites**") and/or data, information and materials provided by third parties ("**Third-Party Content**"), all of which are provided by CAMP to Operator and its users for general information purposes only and do not constitute a recommendation or solicitation to purchase or sell any service or products. CAMP does not control, and expressly disclaims any responsibility for, any such Third-Party Sites and Third-Party Content. Furthermore, CAMP may, in its sole discretion, cease providing Operator and its users access to such Third-Party Sites or Third Party Content via the Services at any time without any notice and without any liability to Operator or any other person or entity.

CRYSTALCARE



PILATUS PC-24 SUPPORT PROGRAMME RENEWAL AGREEMENT

dated January 1, 2026

between

PILATUS Aircraft Ltd

Pilatusstrasse 1

6371 Stans

Switzerland

(Pilatus)

and

RECEITA FEDERAL DO BRASIL

SETOR DE HANGARES, HANGAR 16, LIDER AVIATION

BRASILIA DF 71608-970

BRAZIL

(the **Customer**)

(each, a **Party**, and collectively, the **Parties**)

regarding Pilatus PC-24 Aircraft.

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ANNEXES

- Annex 1 General Terms and Conditions (GTC)
- Annex 2 Honeywell Avionics and Mechanical Components Plan (MSP) Agreement
- Annex 3 Williams International Total Assurance Program (TAP Blue) Agreement
- Annex 4 CAMP Maintenance Tracking
- Annex 5 Flygprestanda GURU2 Software
- Annex 6 Special Terms

PREAMBLE

- (A) Pilatus offers the CrystalCare Programme as a comprehensive support programme, covering a wide range of maintenance-related costs incurred in the operation of Pilatus PC-24 Aircraft, (the **Aircraft**) with NO minimum flight hours requirement per year.
- (B) The Customer owns and/or operates the aircraft described in Section 9.6 (the **Aircraft**).
- (C) Under the CrystalCare Programme, Pilatus does not perform Maintenance Services, but provides coverage for certain Maintenance Services contracted by the Customer from the relevant Service Centres under separate agreements.
- (D) The CrystalCare Programme aims at ensuring the cost predictability of Maintenance Services performed by authorised Service Centres and simplifying their payment. Multiple and variable maintenance costs are replaced by the upfront payment by the Customer of monthly charges (*i.e.* fixed charges and variable charges based on the effective flight hours of the Aircraft) to Pilatus as sole payee, which shall in turn settle the invoices issued by Service Centres and other providers of maintenance-related services covered by the CrystalCare Programme.
- (E) Subject to certain Exclusions and other qualifications, the CrystalCare Programme covers the costs incurred for Scheduled and Unscheduled Maintenance, including the implementation of recommended and mandatory Service Bulletins/Airworthiness Directives, labour costs and resulting repair or exchange of Unserviceable Components (including any and all software, expendables, consumables as well as tires, brakes and batteries), to the extent that such maintenance is not effected under the Aircraft's Limited Warranty and is not the result of damage to the Aircraft due to an external cause, such as an impact, or the Customer's or any other person's act or omission (such cases being in principle covered under the Aircraft's hull insurance policy).
- (F) Costs for the actual maintenance of the Aircraft's Honeywell and Williams Components are not covered under the CrystalCare Programme, as these manufacturers offer their own specific programmes. By subscribing to the CrystalCare Programme, the Customer however accepts by default (*i.e.*, unless specifically deselected) to simultaneously enter into the respective Honeywell and Williams programmes. The corresponding costs are included in one (1) consolidated monthly invoice from Pilatus.
- (G) The CrystalCare Programme further includes subscriptions to the CAMP maintenance tracking system and the Flygprestanda GURU2 operational software.
- (H) Under the CrystalCare Programme, the Customer benefits from Pilatus' 24/7 AOG technical support and Pilatus' customer web portal MyPilatus.
- (I) In view of the above benefits, the Customer had subscribed to the CrystalCare Programme in respect of the Aircraft for an initial 5-year term, which has expired or is due to expire soon.
- (J) So as to enjoy the continued benefits of the CrystalCare Programme, the Customer wishes to renew its subscription, on the terms and subject to the conditions set forth in this Agreement.

Therefore, the Parties agree as follows:

1 SCOPE OF COVERAGE

For the Aircraft enrolled under this Agreement, subject to and in accordance with all terms and conditions as set forth in this Agreement including the General Terms and Conditions (GTC), attached as **Annex 1** (as amended from time to time), any Special Terms as set forth in **Annex 6**, and in particular subject to any Exclusions as per Section 2, Pilatus shall provide the Customer with the following benefits (the **Benefits**):

- (i) for Maintenance Services (including Scheduled and Unscheduled Maintenance), the coverage of costs for labour, the repair or exchange of Components including freight, by Service Centres, on any Component(s) other than the Aircraft engines, avionics, or any other Honeywell or Williams Components;
- (ii) implementation of recommended and mandatory Service Bulletins issued by Pilatus;
- (iii) as a part of corrosion prevention, up to four (4) Aircraft exterior washes per year as well as one (1) corrosion inspection performed during the annual inspection;
- (iv) in AOG situations, 24/7 technical support by Pilatus and, if required, deployment of the Mobile Recovery Service as expeditiously as commercially reasonable, including coverage of expenses for living, lodging and/or transportation of technicians, and expedited shipping of Serviceable Components to the Aircraft location;
- (v) if the relevant module(s) has/have not been deselected in Section 9.7, and subject to the Customer being party to the separate Module Agreements with these vendors, the regular fees of the Honeywell Avionics and Mechanical Components Plan (MSP) (**Avionics & Mechanical Module**), and/or Williams International TAP Blue Program (**Engine Module**), to the exclusion of any extraordinary charges which may be owed under the Module Agreements, such as out-of-scope services, adjustments for low engine utilisation (i.e. less than 150 engine operating hours), penalties or damages;
- (vi) subscription to the CAMP Maintenance Tracking, and the Flygprestanda GURU2 software; and
- (vii) free user access to MyPilatus.

2 EXCLUSIONS

The coverage of Maintenance Services under the CrystalCare Programme is subject to a number of exclusions. In particular and without limitation, the items listed below are not covered by the CrystalCare Programme. The exhaustive and current list of the applicable exclusions (the **Exclusions**) is set out in the GTC (**Annex 1**). The Exclusions' current version at the time when coverage is sought shall be binding upon the Parties, and complement and/or amend the below indicative list as required:

2.1 GENERAL EXCLUSIONS

- (i) Maintenance Services covered under the Aircraft's Limited Warranty or which would have been covered thereunder if the Customer or the Aircraft owner had observed the conditions set forth in the Aircraft's Limited Warranty;
- (ii) Maintenance Services on any parts of the Aircraft subject to a maintenance plan/programme by another vendor or a maintenance manual by a manufacturer other than Pilatus, if not specifically listed under the Aircraft Maintenance Manual (AMM)
- (iii) Maintenance Services related to:
 - Customer Induced Damage;
 - Work performed before the Effective Date, after the Term expired or this Agreement is terminated;
 - modified or tampered Components, and any supplementary type certificates and related modifications, and on equipment furnished or installed by the Customer;
- (iv) Exchange of Components from which Pilatus' or a manufacturer's name, part number, identification mark or serial number has been removed or intentionally defaced;
- (v) Labour costs of Maintenance Services not performed by a Service Centre, extra charges for overtime, night work, work on public holidays, and call-out labour costs charged by Service Centres when caused by the Customer;
- (vi) Performing tasks related to the operations of the Aircraft:
 - pre-flight and post-flight tasks;
 - normal care such as, but not limited to, cleaning, washing (in excess of the washing covered under Section 1.iii), polishing, servicing;
- (vii) Aircraft insurance costs, hangar and tooling fees, any related airport charges, ferry flights, charter services, and any services or expenses related to flying the Aircraft, living, lodging, or transportation expenses for crew, passengers and technicians, other than any such services covered under the Mobile Recovery Service; and
- (viii) Any Taxes, customs duties and fees, or any similar charges or expenses.

2.2 SPECIFIC EXCLUSIONS

- (i) Maintenance Services on any Aircraft interior item due to normal wear and tear, including, but not limited to, plating, trims, leathers, upholsteries, carpets, panels, curtains, fabrics, woods, veneers, and any other hard and soft goods;
- (ii) Maintenance Services with special intervals and requirements from the Corrosion Protection Control Programme;
- (iii) Exterior painting and finishing;
- (iv) Radio, telephone, internet and any other connectivity or communication services.

3 PRICES AND PAYMENT

3.1 MONTHLY PAYMENTS

In consideration of the Benefits, the Customer shall make monthly payments to Pilatus corresponding to the Monthly Rate and a variable charge, calculated as the product of the FH Rate, including any adjustments and/or re-evaluation in accordance with the GTC (**Annex 1**), the applicable Cycling Factor set forth in Section 3.3, and the FHs flown by the Aircraft.

3.2 APPLICABLE RATES

The initial amounts of the Monthly Rate and FH Rate are set forth in Section 9.9 and may be adjusted and/or re-evaluated by Pilatus from time to time, in accordance with the GTC. The amounts of the Monthly Rate and FH Rate are set by Pilatus considering, *inter alia*, the intended utilisation of Aircraft indicated in the Operating Profile, as updated annually based on the Customer’s forecasts. Amounts are **exclusive of VAT and similar taxes**, which, if applicable, are payable by the Customer in addition to the stated amounts.

3.3 CYCLING FACTOR

The **Cycling Factor** shall be as follows:

FH/FC Ratio	< 0.74	0.75 - 0.99	1.00 - 1.24	1.25 - 1.49	> 1.50
Cycling Factor	1.30	1.10	1.00	0.92	0.85

3.4 SECURITY DEPOSIT

Upon execution of this Agreement, the Customer must within seven (7) Business Days transfer to Pilatus the sum determined by Section 9.9 as the **Deposit Amount**, which is subject to annual adjustments in accordance with the GTC, such amount to be held by Pilatus and used as a security against any deficiency in the Customer’s payment obligations under this Agreement (the **Security Deposit**). Pilatus may, at its discretion, withdraw any amount as necessary from the Security Deposit to satisfy such deficiencies. Should such withdrawal occur, or should, for any other reason whatsoever, the amount held by Pilatus be at any time less than the applicable Deposit Amount, Pilatus shall invoice and the Customer shall pay to Pilatus the additional sum to be credited to the Security Deposit, such that the Security Deposit equals at least the then applicable Deposit Amount.

3.5 BUY-IN ENROLMENT FEE

The CrystalCare Programme is available for pre-owned Aircraft, which can be enrolled subject to the payment of a one-off buy-in fee, determined by Pilatus in accordance with the GTC, the sum of which, if applicable, is set forth in Section 9.9 (the **Buy-In Enrolment Fee**) and shall be transferred by the Customer to Pilatus within seven (7) Business Days from the execution of this Agreement. Prior to Enrolment and based on the previous operational profile of the Aircraft, performing a scheduled inspection by an Authorized Service Centre may be required.

3.6 ADVANCE PAYMENTS

Pilatus may, if requested by the Customer, consent to payments to be made in advance, for a period not to exceed twelve (12) months. The amount so to be paid in advance shall be calculated on the basis of the then applicable Monthly Rate and a variable charge based on Aircraft utilisation, as estimated by Pilatus in its sole discretion.

In such case, the Security Deposit per Section 3.4, is no longer applicable and the Deposit Amount shall be credited against amounts due by the Customer as Advance Payments under this Section.

3.7 ANNUAL RECONCILIATION

After each anniversary of the Effective Date, Pilatus shall make an annual reconciliation of payments received from the Customer pursuant to Section 3.1 (or Section 3.6 as the case may be), on the one hand, with amounts actually owed to Pilatus under this Agreement, on the other hand, considering the actual Aircraft utilisation, any changes due to adjustments and/or re-evaluation of the Monthly and FH Rates, and/or any shortfall or excess in payments made by the Customer. A negative or positive balance, determined in Pilatus' reasonable discretion, shall be invoiced or credited/refunded to the Customer, respectively.

3.8 TIMELY PAYMENTS

Any payments owed by the Customer under this Agreement shall be credited on Pilatus' account within thirty (30) days from the receipt by the Customer of Pilatus' invoice. Notwithstanding any Excusable Delay on the part of the Customer, timely payment of all amounts due by the Customer under this Section 3, including the amounts due in terms of advance payments or Security Deposit, is a condition precedent for the initial and continuing provision of the Benefits.

4 ADDITIONAL CUSTOMER DUTIES

The Customer shall:

- (i) submit to Pilatus timely, complete and accurate Monthly Reports on the Aircraft utilisation, as specified in the GTC (**Annex 1**);
- (ii) prior to the performance of Scheduled Maintenance, make available to Service Centre and Pilatus all Documentation related to the Aircraft, including but not limited to maintenance records, logbooks, reports of malfunctions or failures, current maintenance reports, "due list" of maintenance to be performed, and Component records;
- (iii) bear, at its own risk and expense, any costs not expressly covered under this Agreement or otherwise indicated as an exclusion or outside the scope of coverage;
- (iv) do all things necessary to enable third parties, including CAMP, to disclose to Pilatus "as-maintained" data and other tracking data that Pilatus requires, in its sole discretion;
- (v) submit to Pilatus annually, upon request, its forecast in terms of Aircraft utilisation (FH and FC) in the following year to enable Pilatus updating the Aircraft's Operating Profile accordingly;
- (vi) advise Pilatus as soon as reasonably possible, but no later than seven (7) Business Days, of any change in the Aircraft's Operating Profile, as described in Section 9.5, and other particulars set forth there;
- (vii) report to Pilatus any accident or incident involving the Aircraft that requires an entry into the Aircraft techlog or Aircraft logbook, in accordance with the local Authority regulations, such accident or incident is to be reported as soon as reasonably possible, but no later than seven (7) Business Days, including all related documentation and other information as may be requested by Pilatus; and

- (viii) be responsible for maintaining the airworthiness and good condition of the Aircraft, including but not limited to timely observance of all Scheduled and Unscheduled Maintenance, compliance with all ADs and SBs (except optional SBs), and otherwise operating the Aircraft in all respects in compliance with the AFM.

5 PILATUS' RIGHT TO AMEND AGREEMENT

5.1 GENERAL TERMS AND CONDITIONS (GTC)

Pilatus reserves the right to modify the GTC (**Annex 1**) at any time, without notice, unless such modifications result in an essential change to this Agreement, in which case a prior notice of the amendment and of its effective date must be given to the Customer.

5.2 MAIN AGREEMENT AND OTHER ANNEXES

Pilatus may unilaterally amend the Main Agreement and its other Annexes (other than the GTC, which may be modified in the manner set forth in Section 5.1) by providing prior notice of the amendment and of its effective date to the Customer.

5.3 MATERIAL CHANGES

In case of any material change by Pilatus to this Agreement (including the GTC), if the Customer is unwilling to continue it as amended, the Customer may terminate this Agreement by giving notice of such termination to Pilatus within ten (10) Business Days of the notice of amendment, otherwise, the amendment will take effect at the time specified in the notice of amendment.

For greater certainty, the Customer shall not be required to pay any penalty or Early Termination Fees in such case.

5.4 NO RETROACTIVITY

For the avoidance of doubt, unless the Parties expressly agree otherwise, no unilateral amendment will retroactively modify any binding dispute-resolution provisions of this Agreement for then-pending disputes, and no unilateral amendment will retroactively eliminate or modify any right already exercised by the Customer under this Agreement.

6 SPECIAL TERMS

The Parties have agreed on terms deviating from or additional to the terms of this Main Agreement and/or the GTC, such **Special Terms** being set out in **Annex 6**. The terms of the Main Agreement and of the GTC shall be deemed replaced, amended, complemented and/or superseded by the Special Terms, whenever and to the extent required to give effect to the Special Terms.

7 TERM

This Agreement shall be in effect as selected in Section 9.8, commencing on the Effective Date, as indicated in Section 10, unless terminated earlier pursuant to the GTC (the **Term**).

This Agreement shall expire and terminate automatically after the aforementioned period without any notice or procedure unless the Parties have otherwise agreed in writing.

8 GOVERNING LAW AND ARBITRATION

8.1 GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the **laws of Switzerland**, without regard to its conflict of laws provisions.

8.2 ARBITRATION

All disputes arising out of or in connection with this Agreement shall be finally settled under the **Rules of Arbitration of the International Chamber of Commerce** by one or more arbitrators appointed in accordance with the said Rules. The seat of the arbitration shall be **Denver, Colorado, USA**. The arbitral proceedings shall be conducted in English.

No award or procedural order made in the arbitration shall be published.

Each Party waives trial by jury in any action or proceeding to which it may be a party, arising out of, in connection with or in any way pertaining to, this Agreement. This Waiver is knowingly, willingly, and voluntarily made by the Parties, and each Party hereby represents that no representations of fact or opinion have been made by any individual to induce this Waiver of trial by jury or to in any way modify or nullify its effect. Each Party further represents and warrants that it has been represented in the signing of all agreements and in the making of this Waiver by independent legal counsel or has had the opportunity to be represented by independent legal counsel selected of its own free will, and that it has had the opportunity to discuss this Waiver with counsel.

In the event of any dispute or collection action arising out of or relating to this Agreement, Pilatus, in the event it is the prevailing party to such dispute or collection action, shall be entitled to recover from the Customer, all of Pilatus' legal fees and expenses including, without limitation, such fees and expenses incurred before or during trial, on appeal, or in bankruptcy proceedings, and collection costs incurred in connection with such dispute and/or collection action.

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9 ENROLMENT (IF DIFFERENT FROM INITIAL CRYSTALCARE PROGRAMME AGREEMENT)**9.1 CUSTOMER DETAILS**

Customer is:	Registered Owner ☒	Aircraft Interest Holder ☐	Operator ☐
Name/Company: RECEITA FEDERAL DO BRASIL Suely Lopes Ribeiro			
Address: SETOR DE HANGARES, HANGAR 16, LIDER AVIATION			
City: BRASILIA	State/Province: DF		
Country: BRAZIL	Postal Code: 71608-970		
Phone: +55 (64) 99296-3038	Email: suely.ribeiro@rfb.gov.br		
VAT No: 00.394.460/0058-87	VAT Country of Registration:		
CrystalCare invoices subject to the Reverse Charge Mechanism:		Yes ☐	No ☒

9.2 AUTHORISED DESIGNEE DETAILS (IF DIFFERENT FROM CUSTOMER)

Designee is:	Operator ☒	CAMO ☐	Other (specified below) ☐
Name/Company: RECEITA FEDERAL DO BRASIL			
Contact Name: RAFAEL MENDES MORAIS Title: Manager			
Address: SETOR DE HANGARES, HANGAR 16, LIDER AVIATION			
City: BRASILIA	State/Province: DF		
Country: BRAZIL	Postal Code: 71608-970		
Phone: +55 (61) 99823-7001	Email: rafael.morais@rfb.gov.br		

9.3 INVOICING DETAILS

	Customer ☐	Designee ☒	Other (specified below) ☐
Name/Company:			
Address:			
Point of Contact for invoices and any amendment to invoicing details:			
City:	State/Province:		
Country:	Postal Code:		
Phone:	Email:		

9.4 PILATUS DETAILS

PILATUS Aircraft Ltd / Customer Services General Aviation	
Address: Pilatusstrasse 1	
City: Stans	State/Province:
Country: Switzerland	Postal Code: 6371
Phone: +41 41 619 62 08	Email: crystalcare.ch@pilatus-aircraft.com

9.5 AIRCRAFT OPERATING PROFILE

Flight Hours (FH)/Year: 400	Flight Cycles (FC)/Year: 350 (Ratio 1.14 : 1)
Operational Base/City/Airport (ICAO): Lago Sul, Brasília SBBR	
Territory/Country: BRAZIL	
Customer's Preferred Service Centre: Synerjet Corp.	
Extraterritorial Services: No ☒ Yes ☐ Please specify destination/s:	

9.6 ENROLLED AIRCRAFT DETAILS

Manufacturer Serial Number (MSN): 146	Flight Hours (FH): 1161.0	Flight Cycles (FC): 836
Engine SN No 1: 295099	Engine Hours (EH): 1158.6	Engine Cycles (EC): 836
Engine SN No 2: 295100	Engine Hours (EH): 1158.6	Engine Cycles (EC): 836
Expiration Date of Initial Agreement: September 4, 2024 Resale Date: August 13, 2025		

9.7 ENHANCED MODULES (INCLUDED)

(i) Williams TAP BLUE (Engine Module): Deselected ☐ Initial to opt-out:

Note: A low utilization option is available from Williams International where the actual Engine Operating Hours accumulated per year are continuously less than 150 hours.

☐	Low Utilization: 1-Year Upfront-Payment directly to Williams International
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(ii) Honeywell MSP (Avionics & Mechanical Module): Deselected ☒ Initial to opt-out: 

Note: Below pricing is based on 2024 conditions subject to change at next renewal term.

Upfront-Payment Package:		36-months	60-months
☐	Tier 1: ≤ 500	USD 140,983	USD 218,702
☐	Tier 2: ≥ 500	USD 227,277	USD 344,359

9.8 TERM OF RENEWAL AGREEMENT:

☒	Thirty-Six (36) months
☐	Sixty (60) months

9.9 PRICING

Year 7 (Renewal year 2) Jan – Aug 2026	FH Rate: USD 870	Monthly Rate: USD 21,220
	(being the initial amounts owed by the Customer to Pilatus, subject to periodic adjustments/re-evaluations in accordance with the GTC, exclusive of VAT and any similar taxes)	
Security Deposit	USD 100,440	equaling two (2) months of operation
Estimate year 8*	USD 920	USD 21,908

* **Not** contractually binding; for forecasting purposes only.

Buy-in Enrolment Fee	USD 164,487	For pre-owned Aircraft (if applicable)
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Upfront MSP-Payment	USD N/A	Depending on selected term in Section 9.8
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10 EFFECTIVE DATE AND EXPIRATION DATE

Subject to any Special Terms to the contrary, the **Effective Date** of this Agreement shall be **09/05/2024**, or the date inserted in Section 9.6, as the expiration date of the initial CrystalCare Agreement, whichever is later.

The expiration date of this CrystalCare Programme Renewal Agreement is **09/04/2027**.

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CrystalCare
Pilatus PC-24 Support Programme Renewal Agreement

11 EXECUTION PAGE

The Customer confirms that the text of the following Annexes has been provided, which form an integral part of this Agreement:

- Annex 1 General Terms and Conditions (GTC)
- Annex 2 Honeywell Avionics and Mechanical Components Plan (MSP) Agreement
- Annex 3 Williams International Total Assurance Program (TAP Blue) Agreement
- Annex 4 CAMP Maintenance Tracking
- Annex 5 Flygprestanda GURU2 Software
- Annex 6 Special Terms

Place/Date: Brasília, DF
abril 22, 2026

For and on behalf of: RECEITA FEDERAL DO BRASIL

Assinado por:		
Signature:	Suely Lopes Ribeiro	Signature:
	5B5C85C8739941A...	
Name:	Suely Lopes Ribeiro	Name:
Title:	Manager	Title:

Place/Date: Stans/April 23, 2026

For and on behalf of: PILATUS Aircraft Ltd

Signiert von:	Signed by:
	Maryama Mechani
2F5B2012FC32486...	69811B0E0249445...
André Zimmermann	Maryama Mechani
VP Business Aviation	CrystalCare Programme Manager

ANNEX 1 - GENERAL TERMS AND CONDITIONS (GTC)

See **attachment** hereto, for the version applicable at the time of the Execution Date.
For the current version of the GTC, please refer to MyPilatus.



ANNEX 2 - HONEYWELL AVIONICS AND MECHANICAL COMPONENTS (MSP) AGREEMENT

See **attachment** hereto.

CrystalCare
Pilatus PC-24 Support Programme Renewal Agreement



ANNEX 3 - WILLIAMS INTERNATIONAL TOTAL ASSURANCE PROGRAM (TAP BLUE) AGREEMENT

See **attachment** hereto.

ANNEX 4 - CAMP MAINTENANCE TRACKING

See **attachment** hereto.

ANNEX 5 - FLYGPRESTANDA GURU2 SOFTWARE

See **attachment** hereto.



ANNEX 6 - SPECIAL TERMS

The Parties have agreed on the below terms, in deviation from or in addition to the terms contained in the Main Agreement and/or the GTC, which shall be deemed replaced, amended, complemented and/or superseded, whenever and to the extent required to give effect to these Special Terms:

- 1.
- 2.
- 3.



PILATUS PC-24
SUPPORT PROGRAMME AGREEMENT

GENERAL TERMS AND CONDITIONS (GTC)

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ATTACHMENTS

- Attachment A Yearly Rate Adjustment Form / Re-Evaluation Form
- Attachment B Assignment Form

CrystalCare
Pilatus PC-24 Support Programme Agreement

1 DEFINITIONS

AAIP shall mean the Aircraft Approved Inspection Programme defined by the Operator and approved by the local Airworthiness Authority.

AD or Airworthiness Directive shall mean airworthiness directive, a mandatory directive related to Aircraft operational safety issued by the Airworthiness Authority defining required actions to keep the Aircraft in the mandatory state of safety required by the Airworthiness Authority to maintain the Aircraft in normal flight operation.

AFM shall mean Aircraft Flight Manual, which is the Pilatus document approved by the Airworthiness Authority that contains information such as, but not limited to, operating limitations, operating procedures, performance information, necessary to operate an Aircraft at the level of safety established by the Aircraft's certificates.

Agreement shall mean this CrystalCare Programme agreement between Pilatus and the Customer, with all Annexes and Attachments, including, in particular, these GTC.

Aircraft shall mean such Pilatus PC-24 Aircraft as set forth in the Enrolment Section of the Main Agreement.

Aircraft's Limited Warranty shall mean the New Aircraft Limited Warranty Policy as granted by Pilatus in respect of the Aircraft (under a Pilatus Aircraft Purchase Agreement), or the warranty granted by another manufacturer in respect of the Component.

Airworthiness Authority shall mean the FAA (Federal Aviation Administration), EASA (European Aviation Safety Agency), and any other applicable airworthiness authority, as applicable to the Aircraft.

AOG shall mean Aircraft on ground, which is the condition that indicates Aircraft is unable to continue in or be returned to service for technical reasons until the appropriate action is taken in order to bring it back to the mandatory state of safety required by the Airworthiness Authority to maintain the Aircraft in normal flight operation.

Annexes shall refer to any Annexes attached to the Main Agreement.

Assignment Form shall have the meaning set forth in Section 15.2 herein.

Attachments shall refer to any Attachments attached to the GTC.

Avionics & Mechanical Module shall have the meaning set forth in the relevant Section of the Main Agreement.

Benefits shall have the meaning set forth in the relevant Section of the Main Agreement.

Business Day shall mean any day on which the banks are open for general business at a Party's registered office.

Buy-In Enrolment Fee shall have the meaning set forth in the relevant Section of the Main Agreement.

Component shall mean any and all new, used or repaired part, self-contained part, combination of parts, assemblies, subassemblies, or unit of the Aircraft, including all its systems, which shall include, for the purpose of this Agreement, any and all software, expendables, consumables as well as tires, brakes and batteries.

CPI-W shall mean the Consumer Price Index-Urban Wage Earners and Clerical Workers, not seasonally adjusted, using U.S. city average, available at the U.S. Department of Labor's Bureau of Labor Statistics.

CrystalCare Programme shall mean the support programme contemplated by this Agreement, including all Benefits and terms and conditions thereunder.

Customer shall have the meaning ascribed to it on the first page of this Agreement, including any successor Customer to whom rights and obligations under this Agreement are validly assigned pursuant to Section 15.

Customer's Default shall have the meaning set forth in Section 10.1.

Customer Induced Damage shall mean any damage requiring maintenance or repair activity that is due to intentional or non-intentional actions of the Customer or a third party acting on Customer's behalf, such as but not limited to: (a) the failure by Customer to properly perform any necessary maintenance, repair, or modification of the Aircraft, or any Component thereof, whether or not required by applicable service and repair manuals, specifications, or any other written instructions, including, but not limited to, Pilatus maintenance, repair and overhaul manuals, ADs, SBs, letters; (b) any use, operation, testing, or storage of the Aircraft, or any Component thereof, which is not in accordance with accepted Aircraft operation or maintenance practices or applicable service and repair manuals, bulletins and letters, specifications, or any other written instructions by manufacturer; (c) any neglect, misuse, or unauthorized repair or modification of the Aircraft, or any Component thereof; (d) fatigue or abnormal wear of the Aircraft, or any Component thereof; (e) hard landing.

Customer Information shall mean information about or related to the Customer and the Aircraft, including its intended and actual use.

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Pilatus PC-24 Support Programme Agreement

Cycling Factor shall mean the cycle-driven factor set forth in the corresponding Section of the Main Agreement, by which the FH Rate shall be multiplied according to the FH per FC ratio of the Aircraft in a given calendar month.

Deposit Amount shall have the meaning set forth in the relevant Section of the Main Agreement.

Designee shall mean the person appointed by the Customer to act as its authorised representative towards Pilatus for all matters regarding this Agreement, as indicated in the Enrolment Section of the Main Agreement.

Documentation shall mean any and all documents required by Pilatus and by the Airworthiness Authority for operation and maintenance of the Aircraft including, but not limited to, documents pertaining to the Aircraft main systems, certificate of airworthiness, certificate of registration, maintenance records entered in the logbooks of the Aircraft, documentation for Components as required by the Airworthiness Authority, and the tags associated with Components, indicating time since new and FCs since the first flight of the Aircraft and/or Component, as well as calendar time, historical data, and hard time of the affected Components, as applicable.

Early Termination Fee shall have the meaning set forth in Section 12.1.

Effective Date shall have the meaning set forth in the corresponding Section of the Main Agreement.

Engine Module shall have the meaning set forth in the relevant Section of the Main Agreement.

Exclusions shall have the meaning set forth in the relevant Section of the Main Agreement.

Excusable Delays shall have the meaning set forth in Section 11.2.

FC shall mean flight cycle, which is a complete take-off and landing sequence of an Aircraft. A touch and go landing shall be counted as a flight cycle.

FH shall mean flight hour, which is each in-flight hour or in-flight hours accrued by an Aircraft, considering a flight the moment the Aircraft wheels leave the ground on take-off until such wheels touch the ground upon landing.

FH Rate shall mean the rate set out in the Enrolment Section of the Main Agreement, as yearly escalated as per Section 9.16 and adjusted by Cycling Factors by which the FHs are multiplied for the purpose of payments to Pilatus.

Force Majeure shall have the meaning set forth in Section 11.2.

GTC shall mean the general terms and conditions applicable to the Agreement, as initially set forth in its **Annex 1**, and then as amended from time to time, the current version of which is available on MyPilatus.

Honeywell shall mean Honeywell International, Inc.

Indemnity Claim shall have the meaning set forth in Section 20.

List Price shall mean the price as per the list published and periodically updated by Pilatus for the sales of Components.

Loose Equipment shall mean any equipment originally delivered with the Aircraft not permanently attached in and to the Aircraft or easily removable.

Main Agreement shall mean the document executed by the Customer and Pilatus, which contains the individual terms of the Customer's Agreement, to the exclusion of the **Annexes 1 to 6**.

Maintenance Manual shall mean the conjunction of the following documents developed by Pilatus and approved by the Airworthiness Authority: (i) the current maintenance plan applicable to the Aircraft and any updates (revisions) to it thereafter, listing the minimum maintenance requirements that shall be accomplished by the Customer to keep the Aircraft in a state of safety required by the Authority for normal flight operation, and (ii) the corresponding Aircraft Flight Manual (AFM) and Aircraft Maintenance Manual (AMM) on how to perform the recommended maintenance tasks and procedures.

Maintenance Services shall mean Scheduled Maintenance or Unscheduled Maintenance, which may comprise: (i) maintenance inspections; (ii) troubleshooting; (iii) detection and replacement of worn-out Components; and (iv) repairs and overhauls.

MMEL shall mean the Pilatus Master Minimum Equipment List – the Airworthiness Authority approved list of items which may be inoperative for flight under specified conditions.

Mobile Recovery Service shall mean the service to bring Aircraft back to the mandatory state of safety required by the Airworthiness Authority for normal flight operation or serviceable condition sufficient to ferry the Aircraft to the nearest available Service Centre in confirmed AOG situations through deployment of Service Centre mechanics or technicians.

Module Agreements shall have the meaning set forth in Section 8.1.

Monthly Rate shall mean the fixed amount set forth in the Enrolment Section of the Main Agreement, due every calendar month during the Term and adjusted in accordance with Section 9.

Monthly Report shall have the meaning set forth in Section 9.7.

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Pilatus PC-24 Support Programme Agreement

MyPilatus shall mean the Pilatus web portal available online on the Pilatus website (<http://mypilatus.com/>) or any successor web portal.

No-Fault-Found shall mean the result of a testing procedure performed on a Component by a Service Centre or designated repair station in which a failure could not be identified or duplicated.

Operating Profile shall mean the operational details as set forth in the relevant Section of the Main Agreement and updated from time to time by Pilatus in the form attached in **Attachment A**, to reflect the forecasted FH and FC for the following year, as well as any other changes in the Aircraft utilisation reported by the Customer.

Parties shall have the meaning ascribed to it on the first page of the Main Agreement.

Party shall have the meaning ascribed to it on the first page of the Main Agreement.

Personal Data shall mean any information relating to an identified or identifiable natural person, i.e., a natural person who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Pilatus shall have the meaning ascribed to it on the first page of this Agreement.

Protected Parties shall mean Pilatus, its agents, third-party licensors, shareholders, vendors and suppliers, and each of their respective subsidiaries, divisions, affiliated companies, principals, successors, assigns, officers, directors, employees, agents and subcontractors.

Reverse Charge Mechanism shall mean the shift of liability to account for VAT under which the recipient of the goods or services, i.e. Customer, becomes liable to pay the tax to the relevant tax authority instead of the provider of the goods or services.

SB or Service Bulletin shall mean service bulletin, a document issued by an original equipment manufacturer that provides data on how a modification to an Aircraft, engine, or Component can be made. An SB may be either a completely new SB or a complete reissue of an existing SB with revisions.

Scheduled Maintenance shall mean any event of required maintenance described in the Maintenance Manual applicable to the Aircraft, in accordance with Chapters 4 and 5, and to be performed at defined intervals, such intervals being equal to or greater than twelve (12) months or 600 (six hundred) FHs or FCs.

Security Deposit shall have the meaning set forth in the corresponding Section of the Main Agreement.

Serviceable shall mean, with respect to a Component, a Component that is new or used, in mandatory state of safety required by the Airworthiness Authority for normal flight operation, and ready for installation on the Aircraft.

Service Centre shall mean a maintenance organization authorized by Pilatus that (i) complies in all respects with the requirements of the Airworthiness Authority, (ii) is empowered to operate as an Aircraft maintenance organization by the Airworthiness Authority, and (iii) where or by which the Maintenance Services have to be performed as a condition for coverage as specified in the scope of the Agreement, or any other maintenance organization which has been approved in writing by Pilatus, on a case by case basis, to perform Maintenance Services to be covered under this Agreement.

Special Terms shall mean, if any, such terms agreed by the Parties in deviation from or in addition to the terms of the Main Agreement and/or the GTC and set out in Annex 1.

Taxes shall mean taxes, levies, imposts, fees, withholding taxes and duties, assessments, registering expenses, licences, permits, clearances or documents required and any similar or dissimilar taxes or duties.

Term shall have the meaning set forth in the corresponding Section of the Main Agreement.

Total Loss shall mean, with respect to an Aircraft, where the Aircraft is destroyed, unrecoverable, or damaged beyond economic repair.

Unscheduled Maintenance shall mean any and all maintenance not falling under the definition of Scheduled Maintenance and which is performed on the Aircraft or on a Component by checking a suspected malfunction or defect and isolating a failure and/or correcting a malfunction, defect or failure. Unscheduled Maintenance also includes the performance of works under SBs and ADs.

Unserviceable shall mean, with respect to a Component installed on the Aircraft, a Component that has become unfit for use and/or not in the mandatory state of safety required by the Airworthiness Authority for normal flight operation, requiring repair, overhaul, or replacement according to the Maintenance Manual.

USD shall mean United States dollar.

Williams shall mean Williams International Co., LLP.

2 APPLICABILITY

These GTC, in their current version published on MyPilatus, shall govern the Agreement.

3 COVERAGE OF MAINTENANCE SERVICES IN GENERAL

Subject to the terms of this Agreement, and more specifically to any Exclusions, the costs of the following Maintenance Services are covered, provided that they are performed (i) during the Term, and (ii) by a Service Centre or another maintenance organizations authorized in writing by Pilatus on a case-by-case basis, as described in Section 7:

- (i) Scheduled and Unscheduled Maintenance on any Component(s), other than the Aircraft engines, avionics, or any other Williams or Honeywell Components;
- (ii) the implementation of recommended and mandatory Service Bulletins issued by Pilatus; and
- (iii) as a part of corrosion prevention, up to four (4) Aircraft exterior washes per year as well as one (1) corrosion inspection performed during the annual inspection.

4 COVERAGE OF MAINTENANCE SERVICES – SPECIFIC ITEMS

The below costs are covered subject to the following conditions, in addition to the general limitations set forth in Section 3:

4.1 LABOUR COSTS

The CrystalCare Programme covers troubleshooting and maintenance labour costs provided by Service Centres as part of Maintenance Services.

4.2 MOBILE RECOVERY SERVICE

4.2.1 AOG

In the event an Aircraft experiences a failure or malfunction such that it requires Maintenance Services but is unable to fly to a Service Centre, the Customer may arrange Unscheduled Maintenance by contacting either Pilatus or a Service Centre for technical support.

4.2.2 Actions

Pilatus or the Service Centre will perform MMEL analysis on the Aircraft and provide such support. If such failure or malfunction is confirmed as an AOG situation, then Pilatus or the Service Centre, at its sole discretion, shall either:

- (i) activate their own Mobile Recovery Service or from another available Service Centre of its choice, which shall make commercially reasonable efforts to return the Aircraft to service or, alternatively, at its discretion, to a condition sufficient to allow the Customer to fly the Aircraft to a Service Centre; or
- (ii) send the Serviceable Component(s) needed to the international airport closest to where the Aircraft is located and ensure that such Unscheduled Maintenance be performed by an Airworthiness Authority-certified third-party maintenance organization to be designated *ad-hoc*;

whichever seems more practical under the circumstances.

4.2.3 Response Time

Whilst Pilatus shall make commercial reasonable efforts to provide the Mobile Recovery Service as expeditiously as practicable, no response time is guaranteed. Without limiting the generality of Excusable Delays as per Section 11.2, Pilatus is not responsible for any delay or refusal to provide Mobile Recovery Services in case Pilatus determines that a declaration, permit or licence for the export or re-export of such Mobile Recovery Services is required under the applicable laws or in case a visa is not granted to the technicians to enter the country where the Aircraft is in AOG. Any such cases shall be considered an Excusable Delay, as defined in Section 11.2, below.

4.3 EXCHANGE OF COMPONENTS

4.3.1 Replacement of Unserviceable Components

To the extent that it is determined during Scheduled or Unscheduled Maintenance that any Aircraft Component has become Unserviceable, the CrystalCare Programme includes the exchange of such Unserviceable Component for Serviceable replacements. The costs covered under the CrystalCare Programme for the supply of Serviceable Components correspond to the List Price.

No compensation, refund, other financial adjustment, indemnity, or other recourse shall be recoverable by the Customer from Pilatus if an Unserviceable Component is in a superior or newer condition than the Serviceable replacement received by the Customer.

4.3.2 Return of Unserviceable Components

Service Centres or other maintenance organizations in charge of the Maintenance Services will arrange the return to Pilatus of Unserviceable Components. If need be, the Customer shall cooperate in good faith with Pilatus, the relevant Service Centre or other maintenance organization, in order to facilitate the swift return of Unserviceable Components.

4.3.3 Shipping Costs

The CrystalCare Programme covers costs for shipping of Components in the following circumstances:

- (i) The return to Pilatus of Unserviceable Components.
- (ii) In the event that a Service Centre does not have the necessary Serviceable replacements for any Unserviceable Components, the CrystalCare Programme includes the costs for shipping of any necessary Serviceable Components, DAP (Service Centre) Incoterms 2020, as determined by the Service Centre, excluding any Taxes, customs clearance, and customs duties. The delivery timeframe is as follows (for indication only):

Geographic Region	Delivery Timeframe
Switzerland	1 Business Day or less
Continental United States of America and Canada (excluding Hawaii and overseas territories)	2 Business Days
Asia, Australia, New Zealand, Central and South America	3-4 Business Days
Others	2-3 Business Days
- (iii) In the event that an Aircraft is AOG (i.e., unable to fly to a Service Centre) and is serviced remotely pursuant to Section 4.2, the Scope of Coverage includes expedited shipping of any necessary Serviceable Components, as determined by Pilatus, to the Aircraft's location, DAP (nearest international airport) Incoterms 2020, excluding any Taxes, customs clearance, and customs duties. The delivery timeframe is worldwide 3-4 Business Days (for indication only).

5 EXCLUSIONS

The costs of the following are not covered under this Agreement:

5.1 GENERAL EXCLUSIONS

- (i) Maintenance Services performed by a service provider other than a Service Centre, unless specifically authorized in writing by Pilatus;
- (ii) Maintenance Services covered under the Aircraft's Limited Warranty or which would have been covered thereunder if the Customer or the Aircraft owner had observed the conditions set forth in the Aircraft's Limited Warranty;
- (iii) Maintenance Services on any parts of the Aircraft subject to a maintenance plan/programme by another vendor or a maintenance manual by a manufacturer other than Pilatus, if not specifically listed under the Aircraft Maintenance Manual (AMM);
- (iv) Maintenance Services relating to Loose Equipment;

- (v) Maintenance Services for optional Service Bulletins;
- (vi) STCs or related modifications;
- (vii) Maintenance Services related to:
 - corrosion (corrosion control and repair), erosion or sulfidation;
 - Customer Induced Damage;
 - any operation of the Aircraft other than in accordance with its AFM and certificate of airworthiness;
 - accident or incident, loss, Force Majeure, or any other external causes whatsoever, including, but not limited to, foreign object damage, impact, collision, explosion, burglary, theft, or any events covered by the Aircraft hull insurance policy; and
 - specific local regulations of the Aircraft or Customer's jurisdiction or any other operational regulations such as, but not limited to, an AAIP that require additional or increased maintenance;
- (viii) Maintenance Services performed before the Effective Date or after the Term expired or this Agreement is terminated, provided, however, that Scheduled Maintenance due during the Term but performed after the Term expired or the Agreement is terminated may be covered if so mutually agreed in writing by Parties before such expiration or termination and in accordance with the tolerance window of the Maintenance Manual;
- (ix) any additional costs incurred due to the Customer's failure to comply with the intervals established for Scheduled Maintenance in the Maintenance Manual, Scheduled Maintenance performed ahead of the tolerance window or anyhow beyond the requirements set forth in the Maintenance Manual, or the Customer using a Service Centre outside the territory/territories indicated in the Operating Profile, unless such additional costs are pre-authorized by Pilatus in writing;
- (x) No Fault Found fees, unless the troubleshooting is directly performed by the Service Centre or provided elsewhere under Pilatus' recommendation;
- (xi) Scheduled Maintenance deferred or carried over from before the Effective Date;
- (xii) exchange of any Unserviceable Component which was deferred under the MMEL before the Execution Date of this Agreement;

- (xiii) Maintenance Services on modified or tampered Components, and any supplementary type certificates and related modifications, and on equipment furnished or installed by the Customer;
- (xiv) exchange of Components from which Pilatus's or a manufacturer's name, part number, identification mark or serial number has been removed or intentionally defaced;
- (xv) labour costs of Maintenance Services not performed by Service Centre, extra charges for overtime, night work, work on public holidays, and call-out labour costs charged by Service Centres when caused by the Customer;
- (xvi) refilling of lubricants, oil, fluids, oxygen, nitrogen or fire extinguishing agents, unless directly related to Scheduled or Unscheduled Maintenance tasks including repairs performed on the Aircraft;
- (xvii) performing tasks related to the operations of the Aircraft:
 - pre-flight and post-flight tasks;
 - normal care such as, but not limited to, cleaning, washing (in excess of the washing covered under Section 1), polishing, servicing,
- (xviii) workmanship failure, including work repetition as a result of workmanship failure, unless such repetition is enforced by Pilatus' requirements according to Pilatus' policy of Service Centre network relationship;
- (xix) any Maintenance Services required as a result of the incorrect accomplishment of such tasks as described in the Maintenance Manual, AFM, or any other Pilatus technical publications recommending such tasks;
- (xx) Aircraft insurance costs, hangar fees, tooling fees, any related airport charges, test flight, acceptance flights, ferry flights, charter flights, charter services, rental Aircraft, booking services and any services or expenses related to flying the Aircraft, Fuel, refilling of fuel, living, lodging, or transportation expenses for crew and passengers, living, lodging, or transportation expenses for technicians, other than any such services covered under the Mobile Recovery Service; and
- (xxi) any Taxes, customs duties and fees, or any similar charges or expenses.

6 SPECIFIC EXCLUSIONS

- (i) landing gear overhaul (same life limit as Aircraft);
- (ii) Maintenance Services on any Aircraft interior item due to normal wear and tear, including, but not limited to, plating, trims, leathers, mirrors, finish, upholsteries, cushions, seat and divan covers, lexans, laminates, webbing, carpets, panels, curtains, fabrics, woods, veneers, and any other hard and soft goods;
- (iii) Maintenance Services with special intervals and requirements from the Corrosion Protection Control Program;
- (iv) preservation due to prolonged parking, storing, ramp and transit;
- (v) costs of maintenance related to return to service as part of depreservation after storing;
- (vi) exterior painting and finishing;
- (vii) touch ups required following any Maintenance Service not performed by a Service Centre;
- (viii) radio, telephone, internet and any other connectivity or communication services, such as, but not limited to scheduled database updates, navigation database, charts database(s), EGPWS database, ACARS, IRIDIUM, SATCOM, including user fees required by specific service or regulatory agencies; and
- (ix) shipping costs for any Components when shipped via non-standard shipping services specifically requested by the Customer.

7 CONTRACTING OF MAINTENANCE SERVICES AND CLAIM OF COST COVERAGE

7.1 SERVICE CENTRES

Without prejudice to 4.2 (Mobile Recovery Service), Maintenance Services shall be performed only by Service Centres or other maintenance organizations authorized in writing by Pilatus on a case-by-case basis, which authorization shall not be unreasonably withheld or delayed. Contracts for Maintenance Services shall be entered into between the Customer and such Service Centres.

The Customer acknowledges that Pilatus is not a party to such contracts and is under no obligation, grants no warranty, nor incurs any liability as a result in connection with such contracts.

7.2 INVOICING

Upon completion of the Maintenance Services, the Service Centre shall address its invoice to Pilatus, which shall settle it accordingly. Any Maintenance Services or exchange of Components that are not covered under the CrystalCare Programme shall be invoiced to and paid by the Customer directly.

CrystalCare
Pilatus PC-24 Support Programme Agreement

8 WILLIAMS AND HONEYWELL MAINTENANCE PROGRAMMES, FLYPRESTANDA GURU2 AND CAMP SOFTWARE

8.1 COSTS COVERED

If the Customer has selected the relevant module(s) in the Main Agreement, and subject to the Customer being a party to the separate agreements with these vendors and maintaining them throughout the Term (the **Module Agreements**, attached as **Annexes 2 to 5** to the Main Agreement, as the case may be), the following costs are covered under the CrystalCare Programme:

- (i) the fees of the Williams TAP Blue Program pertaining to the months comprised in the Term;
- (ii) the fees of the Honeywell Avionics and Mechanical Components Plan pertaining to the period comprised in the Term;
- (iii) the fees for the Flygprestanda Guru2 software product and package of services pertaining to the period comprised in the Term; and
- (iv) the fees for the CAMP Maintenance Tracking services pertaining to the period comprised in the Term.

Subject to all terms and conditions in this Agreement, Pilatus shall in that case pay to Williams, Honeywell, Flygprestanda and CAMP the above-mentioned costs on behalf of the Customer.

8.2 REPORTING OF OPERATING HOURS AND CYCLES

Furthermore, Pilatus shall report to Williams, on behalf of the Customer, the operating hours and cycles of each of the Aircraft's engine, based on the Customer's own report as per Section 9.7.

8.3 EXCLUSION OF EXTRAORDINARY CHARGES

Only ordinary monthly fees are covered under this Agreement, to the exclusion of any extraordinary charges, such as charges for out-of-scope services, adjustments in case of low utilization, penalties or damages which might be owed by the Customer under the Module Agreements.

8.4 GOVERNING PROVISIONS; NO REPRESENTATION BY AND LIABILITY OF PILATUS

The coverage of maintenance costs under the Williams and Honeywell programmes is governed by the agreements between these vendors and the Customer, as per their specific terms and conditions, and Pilatus is not making any representation as to the nature or standard of services provided under such maintenance programmes. Pilatus cannot be held liable for any non-performance or breach of any obligations by Honeywell, Williams, Flygprestanda or CAMP.

8.5 PILATUS APPROVAL

As a condition precedent for coverage under the CrystalCare Programme, the conclusion and renewal of Module Agreements and any changes thereto are subject to Pilatus' prior approval, which approval shall not be unreasonably withheld or delayed.

9 PRICES AND PAYMENT

9.1 BUY-IN ENROLMENT FEE

For the enrolment of pre-owned Aircraft, Pilatus can require the Customer to pay a one-off Buy-In Enrolment Fee, the amount of which, if applicable, is determined by Pilatus at its sole discretion, based on factors such as the age of the Aircraft, its total airframe and engine hours, and total of landings. Any major maintenance event performed prior to the enrolment will be considered by way of an appropriate deduction.

9.2 UPDATED OPERATING PROFILE

Each year in advance of the anniversary of the Effective Date, the Customer shall provide, upon request by Pilatus, its forecast for the following year in terms of utilisation of the Aircraft (anticipated FH and FC) and any other change in the Operating Profile information. The Customer's indications will be incorporated into the form attached in **Attachment A** and deemed the Aircraft's new Operating Profile.

9.3 ANNUAL CPI-W ADJUSTMENT

The Monthly Rate and FH Rate have been calculated based on the economic conditions on the Effective Date. There shall be automatic adjustments to the Monthly Rate and the FH Rate each year on the anniversary of the Effective Date based on the percentage of increase, if any, of CPI-W (published by the U.S. Bureau of Labor Statistics). The baseline will be the CPI-W for December published in January of the year of the Effective Date compared to the CPI-W for December published in January of the following year. After the initial adjustment, the baseline will be the CPI-W for December published in January of the previous year compared to the CPI-W for December published in January of the succeeding year. Pilatus will notify the Customer of the adjustments using the form attached in **Attachment A**.

9.4 RE-EVALUATION OF MONTHLY RATE AND FH RATE

Furthermore, Pilatus reserves the right to re-evaluate and determine the Monthly Rate and FH Rate at its sole discretion no more than once within every year since the Effective Date, considering among others the actual FH and FC/Year, the FH and FC/year as forecasted by the Customer for the following year, or any other change in the Operating Profile (as reflected in the form attached in **Attachment A**), amended maintenance schedules and/or increased labour rates from Service Centers, the actual costs of Maintenance Services of the Aircraft, the overall performance of the

CrystalCare Programme, and any other factor affecting the costs to be borne by Pilatus under this Agreement. Pilatus will notify the Customer of the re-evaluation using the form attached in **Attachment A**.

9.5 CAP TO ADJUSTMENT

In no event shall each such annual automatic adjustment and re-evaluation in Sections 9.3 and 9.4 combined exceed fifteen percent (15%) or result in lower rates than the previous rates, unless the Operating Profile is being revised.

9.6 ANNUAL ADJUSTMENT OF DEPOSIT AMOUNT

Each year on the anniversary of the Effective Date, the Deposit Amount set out in the Main Agreement shall be automatically adjusted so as to equal two (2) months of operation based on the then-applicable Monthly Rate, FH Rate and forecasted FH and FC as per the Operating Profile. Pilatus will notify the Customer of the re-evaluation using the form attached in **Attachment A**.

9.7 REPORTS BY THE CUSTOMER

By the fifth day of each month, the Customer shall self-report to Pilatus, through CAMP, MyPilatus (or any other equivalent means acceptable to Pilatus), the total FHs and FCs flown, as well as the operating hours and cycles of each engine, at the end of the previous calendar month (the **Monthly Report**) with respect to the Aircraft. Failure to do so will be considered a material breach of this Agreement.

The Customer acknowledges and agrees that, upon written notice to the Customer, Pilatus may require the Customer to perform all future self-reporting through a new online portal.

The reported Flight-Hours will be converted per the following table:

Minutes	03 - 08	09 - 14	15 - 20	21 - 26	27 - 32	33 - 38	39 - 44	45 - 50	51 - 56	57 - 02
Decimal	0.1	0.2	0.3	0.4	0.5	0.6	0.7	0.8	0.9	1.0

9.8 INVOICES

An invoice will be generated upon the Customer’s submission of the Monthly Report or as otherwise provided under this Agreement, which must be paid in full into Pilatus’ account by wire transfer within thirty (30) days thereafter. The amount due pursuant to each invoice shall equal the sum of (i) the Monthly Rate, including any adjustments under Sections 9.1 and 9.4; (ii) a variable charge, calculated as the product of the FH Rate, including any adjustments under Sections 9.1 and 9.4, the applicable Cycling Factor, and the FHs flown per Aircraft, as reported on the Monthly Report; and any other charges due by the Customer under this Agreement.

If the Customer elects to receive invoices by email, Pilatus will forward the invoices by encrypted emails,

and the Customer acknowledges and agrees that Pilatus is entitled to use this method of transmission at the risk of the Customer. The Customer shall notify Pilatus in writing of any amendments to the invoicing details. Pilatus shall be entitled to verify such notices by liaising with the contact person for invoices mentioned in the Enrolment Section of the Main Agreement, or such other person who may be designated by the Customer in writing.

9.9 ESTIMATED FHs AND FCs

If the Customer fails to submit the Monthly Report as required, Pilatus may, for the purpose of invoicing the Customer, estimate the FHs and FCs based on historical data, modified as necessary at Pilatus’ sole discretion. The Customer shall be obligated to pay the full amount of the resulting invoice and remain liable in providing any delinquent report.

9.10 INTEREST

Unless otherwise specified and without limiting Pilatus’ other rights hereunder, Pilatus shall be entitled to claim from and invoice to the Customer interest on all past due amounts at a rate of five percent (5%) *per annum*, from the date on which such payments should have been made until the actual receipt by Pilatus of full payment.

9.11 NO SET-OFF

All payments to be made by the Customer under this Agreement shall be made without any set-off, deduction, or withholding whatsoever, unless otherwise authorized in writing by Pilatus.

9.12 AUDIT BY PILATUS

Pilatus shall have the right to audit all Aircraft records, tracking data, and other information it deems necessary during the Term of this Agreement, at its sole discretion, subject to reasonable written notice to the Customer, to ensure the accuracy of invoices and payments. All invoices and payments shall be considered provisional pending such audit, the time, place, and frequency of which shall be at Pilatus’ sole discretion. If Pilatus identifies, at any time, errors relating to FHs and FCs reported (or deemed to have been flown), or other calculations of amounts otherwise due to Pilatus, Pilatus shall report the discrepancy to the Customer and issue an invoice to the Customer accordingly, which invoice shall be paid by the Customer within thirty (30) days of such invoice’s issuance; further, Pilatus may, at its sole discretion, charge the Customer interest in accordance with the method set out in Section 9.10, on the amount by which the corrected total exceeds the erroneous total.

10 DEFAULT AND REMEDIES

10.1 CUSTOMER'S DEFAULT

Each of the following constitutes a default by the Customer under this Agreement (a **Customer's Default**), if not corrected within ten (10) Business Days from receipt by the Customer of Pilatus' notice to cure:

- (i) failure to pay any amounts required under this Agreement, including the Security Deposit, within the specified payment period;
- (ii) operating, or allowing a third party to operate the Aircraft in violation of the AFM;
- (iii) any material deviation from the Operating Profile;
- (iv) any other material breach by the Customer of this Agreement; and
- (v) any material breach by the Customer of any of the Module Agreements.

10.2 PILATUS' REMEDIES

Upon a Customer's uncured Default under this Agreement, Pilatus may pursue any one or more of the following remedies, separately or concurrently or in any combination, without prejudice to any other right or remedy which Pilatus may have:

- (i) Pilatus may terminate this Agreement pursuant to Section 12;
- (ii) Pilatus may suspend, until such time as a condition of Default remains uncured, its performance in providing the Benefits;
- (iii) with or without terminating this Agreement, Pilatus may bring an action against the Customer to recover from the Customer all losses by Pilatus as a result of, or in connection with such default.

In the event Pilatus suspends the Benefits owing to Customer's Default, the Customer shall continue to be liable for any costs, amounts, monies, and expenses incurred, including but not limited to those incurred under the Module Agreements during such period of suspension.

11 EXCUSABLE DELAYS

11.1 NO GUARANTEE BY PILATUS

The Pilatus CrystalCare Programme does not provide any guarantee or assurance for timeliness or availability of Components and any other Benefits.

11.2 DEFINITION

A Party shall not be found in default or be held liable for any delay in the performance of any of its obligations under the Agreement, resulting directly or indirectly from any of the following or similar events or occurrences, provided that and to the extent it is

beyond the affected Party's reasonable control (**Excusable Delays**):

- (i) acts of God, acts of nature, including, but not limited to, floods, hurricane, drought, lightning, fire, wind storm, severe or unpredictable weather conditions; any regulation or order of any governmental authority, embargoes, export control or trade restrictions, sanctions, confiscation, commandeering, requisition, destruction of or damage to property by order of any government or any public authority, epidemic, quarantine or pandemic restrictions; wars, riots, civil commotion, insurrection, terrorism, accidents, incidents, impact, collision, explosion; strikes, labour disputes causing cessation or interruption of work; interruption of utility services (**Force Majeure**);
- (ii) delay or failure of a common carrier, delay or failure affecting banks, shortage of supplies, materials, accessories, equipment, tools, or components, delay or failure of subcontractors or suppliers for any reasons whatsoever, mechanical breakdowns, delay in issuance, non-issuance or withdrawal of required official approvals or certificates; and
- (iii) any delay resulting from any failure by the other Party to perform any actions or provide any information contemplated by the Agreement.

Upon the occurrence of any Excusable Delay, the affected Party shall notify the other Party with information concerning such events and their effect on the timing of the affected Party's performance of its obligations. The time agreed for the performance of a Party's obligations under the Agreement, shall be extended by a period equal to the period during which any such Excusable Delay is ongoing.

12 EARLY TERMINATION

This Agreement may be terminated prior to the expiry of its Term, in the following cases:

12.1 FOR CONVENIENCE

The Customer shall have the option to terminate this Agreement without cause by providing Pilatus with at least ninety (90) days' prior written notice and, unless otherwise specified in the Main Agreement, by paying the applicable fee set forth in the table below. Beginning in the sixth year of the Term of this Agreement, termination may occur by payment of a fee of USD 5,000 (both together referred to as **Early Termination Fee**). In all cases, any other outstanding amounts owed to Pilatus under this Agreement or to other vendors shall remain payable.

Year of Term	1 st	2 nd	3 rd	4 th	5 th
Early Termination Fee	40 X FH rate	32 X FH rate	24 X FH rate	18 X FH rate	10 X FH rate

The Customer understands and acknowledges that termination of this Agreement does not automatically terminate the separate Module Agreements.

12.2 FOR CAUSE

Pilatus shall have the right to terminate this Agreement, (i) upon a Customer’s Default, or (ii) if the performance or continuation of this Agreement entails the risk, in its reasonable opinion, of infringing a prohibition, sanctions, including economic or financial sanctions, an embargo, export control or trade restrictions, or similar restrictive measures by any relevant jurisdiction and/or supranational organisation, or of infringing anti-money laundering or similar laws in any relevant jurisdiction, in which cases this Agreement shall be terminated at the time indicated by Pilatus in its notice of termination and the Customer shall be liable to pay an Early Termination Fee as per Section 12.1.

12.3 IN CASE OF EXCUSABLE DELAY

Should any Excusable Delay exceed sixty (60) days, or otherwise render the performance of the Agreement impossible, either Party may elect to terminate the Agreement by giving the other Party prior notice.

12.4 IN CASE OF TOTAL LOSS

This Agreement shall automatically and immediately terminate in the event of a Total Loss. The Customer shall give Pilatus prompt notice of, but no later than seven (7) days after, such Total Loss, accompanied by documentation substantiating such loss.

12.5 IN CASE OF CHANGE OF OWNERSHIP AND/OR OPERATORSHIP

This Agreement shall automatically and immediately terminate in the event of (i) where the Customer is the owner or another interest holder, a change in ownership or interest holdership in the enrolled Aircraft; (ii) where the Customer is the operator, a change of operator of the enrolled Aircraft; or (iii) when the Customer is both the owner or interest holder and the operator, a change of both owner/holder and operator of the enrolled Aircraft, unless this Agreement is being assigned to the new owner/holder or operator under Section 15. In case of such a change, the Customer shall as soon as practicable but in no event less than fifteen (15) days prior to such change notify Pilatus.

If this Agreement is terminated under this Section 12.5, Pilatus is entitled to an Early Termination Fee, as per Section 12.1, plus the payment of an amount equal to three (3) Monthly Rates as per Section 9.

13 EFFECTS OF TERMINATION

In the event of termination of this Agreement, Pilatus, at its sole discretion, shall have the right to deduct and/or offset, from any amounts otherwise owed to the Customer, including but not limited to the Security Deposit, any amounts owed by the Customer to Pilatus.
In case of termination of this Agreement – by expiry or notice of termination – the Customer shall not be entitled to any refund of the payments – except for the balance of the Security Deposit – made under this Agreement, regardless of the actual use of the Benefits by the Customer.

14 SURVIVAL

Upon expiry or termination of this Agreement, the Customer’s obligations under Sections 16, 18 and 20, and any other Sections which are expressed or which, by their nature, are implied to survive termination, shall survive termination.

15 ASSIGNMENT

15.1 ASSIGNMENT BY THE CUSTOMER

Upon a change of owner and/or operator of the Aircraft, the Customer’s rights and obligations under this Agreement may be assigned to the new owner and/or operator subject to consent by Pilatus, which consent shall be promptly evaluated and shall not be unreasonably withheld. Consent may in particular be withheld if the new Customer’s credit rating is deemed insufficient by Pilatus, or where doing business with the new Customer would conflict with the business interests of Pilatus or with applicable law (including but not limited to prohibited countries or individuals). The Customer shall not be required to pay an Early Termination Fee in the latter cases.

15.2 ASSIGNMENT FORM

The assignment of this Agreement is effected by way of execution by the Customer (as assignor), the new Customer (as assignee) and Pilatus of the assignment form attached to this Agreement as **Attachment B** (the **Assignment Form**), which shall set out, besides the new Customer’s specific information and the updated Aircraft’s Operating Profile, the new Monthly Rate and FH Rate, as determined by Pilatus. These particulars and figures shall replace those set forth in the Enrolment Section of the Main Agreement. The execution by all parties of the Assignment Form is a condition precedent for an effective assignment of the Agreement.
The coverage of the Avionics & Mechanical Module and/or Engine Module under the assigned Agreement is conditional upon the effective assignment of the Module Agreements or the entering into new Module Agreements by the new Customer.

15.3 ASSIGNMENT BY PILATUS

This Agreement, and Pilatus’ rights and duties thereunder, may be assigned or delegated by Pilatus

to any of its affiliates or other third parties, in whole or in part, with the Customer's prior consent, which consent shall not be unreasonably withheld or delayed, written or otherwise, provided that the assignee assumes and agrees to be bound by all the terms and conditions of this Agreement (or, in the case of a partial assignment or delegation, those terms and conditions of this Agreement that are applicable to such partial assignment or delegation). Upon such an assignment of this Agreement in its entirety, Pilatus shall be released from and discharged of its obligations and any liability.

16 CONFIDENTIALITY

Neither Party shall, without prior written approval of the other Party, disclose any information or release any publicity regarding this Agreement or any terms or conditions of this Agreement to any third-party other than to facilitate the Module Agreements, except as otherwise required by law, and this obligation shall survive and continue indefinitely after termination of this Agreement. The Parties oblige themselves to take the necessary steps so that their employees and/or sub-contracted parties, whose contact with the information is unavoidable, do not divulge it to third parties, excluding financial and legal advisors or representatives, auditors and investors.

17 CUSTOMER INFORMATION AND PERSONAL DATA PROTECTION

17.1 In order to enter into this Agreement, facilitate the provision of Benefits, create, develop, improve its business, products and services, collect payments due, facilitate any other action contemplated by this Agreement, defend claims, comply with legal obligations, in particular in relation to aviation safety, Pilatus may collect, combine, use, and retain Customer Information, including Personal Data, from various sources, such as, but not limited to, the CAMP maintenance tracking service, the "Owner / Operator Information Form" provided by the Customer at the time of Aircraft purchase and amended by the Customer from time to time thereafter.

17.2 The Customer acknowledges and hereby consents to Pilatus' collection, use, retention, and disclosure of that Customer Information and Personal Data, in accordance with the Global Pilatus Data Protection Notice for Aircraft and Maintenance Crew, Operators and Owners, in its current version, which is available on MyPilatus.

17.3 In the event that Personal Data of the Customer, its officers, employees, agents, their respective officers and employees, as well as of any other natural persons, have been disclosed or will be disclosed to Pilatus in the performance of this Agreement or in connection with it, the Customer must ensure that such Personal Data is collected and processed lawfully, is accurate, complete and adequate. The Customer must inform and receive a

legally valid written consent of all natural persons for the disclosure, transfer and processing of their Personal Data to and by Pilatus, respectively, in accordance with all applicable laws.

18 NO WARRANTY

Under this Agreement, Pilatus does not grant any warranty, nor incurs any liability with regard to Maintenance Services performed by Service Centres, including but not limited to the Exchange of Components. In particular, Pilatus does not grant any warranty of fitness for purpose or condition of Serviceable Components supplied for exchange by a Service Centre. Warranty of such Serviceable Components, if any, may result from the separate warranty policies of the relevant manufacturer of such Components (including, as the case may be, Pilatus), as per the limitations and conditions thereof.

19 EXCLUSION OF LIABILITY

To the fullest extent admissible by law, Customer hereby waives, releases, and renounces any and all liability of Protected Parties, arising under this Agreement, by law or otherwise, of whatsoever kind and nature, including for or on account of, or arising from, or in any way connected with injury to or death of any persons whatsoever or loss or damage to any property, including the Aircraft.

20 INDEMNITY

The Customer shall indemnify and hold harmless the Protected Parties from and against any and all claims, damages, losses, liabilities, suits, judgments, expenses, penalties, fines, and indemnity payments of whatsoever kind and nature including for or on account of, or arising from, or in any way connected with, injury to or death of any persons whatsoever or loss or damage to any property, including the Aircraft (any of the foregoing being referred to as an **Indemnity Claim**) and regardless of when the same shall be made or incurred, whether during or after the Term, which may from time to time be imposed on, incurred by, or asserted against any of them and which results, whether directly or indirectly, from or is attributable to the performance of the Agreement and/or the Benefits, except to the extent that such Indemnity Claim is caused by gross negligence or willful misconduct on the part of such Protected Parties. Amounts incurred by Pilatus in connection with any action or suit arising out of or in connection with this Agreement shall be reimbursed by Customer if such action or suit arises in a matter for which indemnification is available under this Section.

21 COMPONENTS AND FOREIGN CONTENT

The Customer acknowledges that any Serviceable Components, along with other items, and materials provided by Pilatus under this Agreement, are for the sole purpose of installation in the Aircraft. The Customer shall not sell, exchange, transfer, lease,

CrystalCare
Pilatus PC-24 Support Programme Agreement

permit use, allow repair, break down, or trade in any way such materials and/or the Unserviceable Components to or with any third party. The Customer further acknowledges that Serviceable Components, items, materials, their parts and technology and provision of Benefits covered by this Agreement may be subject to export controls and other export documentation requirements of the United States and other countries. The Customer shall comply with any conditions and requirements imposed by the competent authorities and, upon Pilatus' request, shall execute and deliver any relevant end-user certificates or other documentation required for compliance with export control regulations to Pilatus.

22 NOTICES

All orders, notices, other communications, and deliveries permitted or required hereunder shall be in writing, in the English language, and shall be deemed given when delivered: (i) in person; (ii) by a generally recognized, express courier service which provides written acknowledgment by the addressee of receipt; (iii) by electronic mail; or (iv) by facsimile, addressed to the Parties or the Designee at the addresses set forth in the Enrolment Section of the Main Agreement, and as may be amended from time to time.

23 INTERPRETATION

23.1 NON-WAIVER

Except as otherwise specifically provided in this Agreement, any Party's refrain from exercising any claim or remedy provided for herein shall not be deemed a waiver of such claim or remedy and shall not relieve the other Party from the performance of such obligation at any subsequent time or from the performance and fulfilment of any of its other obligations hereunder.

23.2 ENTIRE AGREEMENT

This Agreement, including all Annexes and Attachments, shall together constitute the entire, final, and fully integrated agreement between Pilatus and the Customer with respect to the CrystalCare Programme and terms and conditions contained in this Agreement shall supersede and exclude all previous representations, proposals, or agreements whether oral or in writing between the Parties. Any amendment or alteration to this Agreement shall not be effective unless it is in writing.

23.3 SEVERABILITY

Any term or provision of this Agreement that is invalid or unenforceable shall not affect the validity or enforceability of the remaining terms and provisions hereof. If any of the provisions contained in this Agreement shall for any reason be deemed by a court of competent jurisdiction to be excessively broad, such provisions may be limited or otherwise construed by such court, in the exercise of its judicial powers, in

order for such provision to be valid and enforceable to the extent compatible with the applicable law.

24 EXECUTION

24.1 COUNTERPARTS

The Main Agreement may be signed by the Parties in any number of separate counterparts with the same effect as if the signatures thereto were upon the same instrument and all of which when taken together shall constitute one and the same instrument.

24.2 EFFECTIVENESS OF FACSIMILE DOCUMENTS AND SIGNATURES AND USE OF EMAIL

Documents may be signed by facsimile or by digital signature(s). Any such documents and signatures shall, subject to applicable law, have the same force and effect as manually signed originals and shall be binding on all Parties to the documents. Electronic mail and internet and intranet websites may be used to distribute documents for execution by the Parties. Any such documents and electronically transmitted signatures shall, subject to applicable law, have the same force and effect as manually-signed originals and shall be binding on all Parties.



ATTACHMENT A - YEARLY RATE ADJUSTMENT FORM / RE-EVALUATION FORM

Notification to the Customer:

[Company name of Customer]

[address]

[address]

[country]

ENROLLED AIRCRAFT

Manufacturer Serial Number (MSN):	Registration Mark:
Flight Hours (FH):	Flight Cycles (FC):
Original Delivery / Retail Date:	

NEW OPERATING PROFILE (If different from previous profile)

Flight Hours (FH)/Year:	Flight Cycles (FC)/Year: (Ratio XX : X)
-------------------------	---

You are hereby notified that, pursuant to Sections 9.1, 9.4 and 9.5 within the GTC (**Annex 1**) of the CrystalCare Pilatus PC-24 Support Programme Agreement, Pilatus Aircraft Ltd has amended the applicable rates for the period starting [date] to [date] as follows:

Initial Year [] :	FH Rate:	Monthly Rate:
[Period]	USD [amount]	USD [amount]
[Period]	USD [amount]	USD [amount]
(exclusive of VAT and any similar taxes)		

Place/Date: Stans/

For and on behalf of: **PILATUS Aircraft Ltd**

André Zimmermann	Stefan Brun
VP Business Aviation	Team Leader Commercial Programmes BA



ATTACHMENT B - ASSIGNMENT FORM

CRYSTALCARE

PILATUS PC-24 SUPPORT PROGRAMME AGREEMENT

between

[**Customer name and details**]

(the **Assignor**)

and

[**Company name of New Customer**]

[address]

[address]

[country]

(the **Assignee**)

with the consent of

PILATUS Aircraft Ltd

Pilatusstrasse 1

6371 Stans

Switzerland

(**Pilatus**)

(each, a **Party**, and collectively, the **Parties**)

WHEREAS:

- (A) Pilatus and the Assignor entered into a CrystalCare Pilatus PC-24 Support Programme Agreement (the **Agreement**) on [date] for PC-24 Aircraft MSN [number] (the **Aircraft**);
- (B) The Assignor intends to transfer the Aircraft’s ownership, another interest and/or the operation to the Assignee, who wishes to take the Agreement over from the Assignor and understands that the CrystalCare contract will expire on [date];
- (C) The Assignor agrees to transfer the Agreement to the Assignee;
- (D) Pilatus is prepared to give its consent to the transfer of the Agreement;

Therefore, the Assignor, the Assignee and Pilatus agree as follows:

1 ASSIGNMENT OF AGREEMENT

The Agreement, with all rights and obligations contained within the Agreement, is transferred to the Assignee, who shall be deemed the Customer under the Agreement (in lieu of the Assignor), as of the effective date of this Assignment Form.
The Assignor shall simultaneously be relieved of any and all obligations and forfeit any and all rights under the Agreement.

2 NEW GOVERNING LAW AND DISPUTE RESOLUTION

2.1 GOVERNING LAW

As of the Effective Date of this Assignment Form, the Agreement shall be governed, construed, interpreted and enforced in accordance with the **laws of [insert country set out in Section 8.1 of the Agreement]**, without regard to its conflict of laws provisions.

2.2 DISPUTE RESOLUTION

Any dispute, controversy or claim arising out of, or in relation to, this Agreement, including the validity, invalidity, breach, or termination thereof, shall be **[arbitration or jurisdiction clause]**.

3 NEW CUSTOMER DETAILS

The Assignee declares the following particulars, in replacement of those set forth in the relevant Section of the Main Agreement:

3.1 NEW CUSTOMER (ASSIGNEE) DETAILS

Customer is:	Registered Owner ☐	Aircraft Interest Holder ☐	Operator ☐
Name/Company:			
Address:			
City:	State/Province:		
Country:	Postal Code:		
Phone:	Email:		
VAT No:	VAT Country of Registration:		
CrystalCare invoices subject to the Reverse Charge Mechanism:		Yes ☐	No ☐

CrystalCare
Pilatus PC-24 Support Programme Agreement

3.2 AUTHORIZED DESIGNEE DETAILS (IF DIFFERENT FROM NEW CUSTOMER)

Designee is:	Operator ☐	CAMO ☐
Name/Company:		
Contact Name:	Title:	
Address:		
City:	State/Province:	
Country:	Postal Code:	
Phone:	Email:	

3.3 INVOICING DETAILS

	New Customer ☐	Designee ☐	Other (specified below) ☐
Name/Company:			
Address:			
Point of Contact for invoices and any amendment to invoicing details:			
City:	State/Province:		
Country:	Postal Code:		
Phone:	Email:		

4 NEW OPERATING PROFILE

The Assignee declares the following Operating Profile, in replacement of the original Operating Profile set forth in the relevant Section of the Main Agreement:

AIRCRAFT OPERATING PROFILE

Flight Hours (FH)/Year:	Flight Cycles (FC)/Year:
Operational Base/City/Airport (ICAO):	
Territory/Country:	
Customer's Preferred Service Centre:	
Extraterritorial Services: No ☐ Yes ☐ Please specify destination/s:	

5 NEW MONTHLY RATE AND FH RATE

The Assignee acknowledges and undertakes to pay the following Monthly Rate and FH Rate under the Agreement, in replacement of the original figures set forth in the relevant Section of the Main Agreement, as adjusted from time to time, and subject to any future adjustments:

Monthly Rate:	USD [amount]	FH Rate:	USD [amount]
(exclusive of VAT and any similar taxes)			
Security Deposit:	USD [amount]	equaling two (2) months of operation	

CrystalCare
Pilatus PC-24 Support Programme Agreement

6 EXECUTION PAGE

The **Effective Date** of this Assignment Form is **[date]**.
The expiration date of this CrystalCare Programme Agreement is [date].

Place/Date: _____

For and on behalf of: **[Company name of Customer]**

Signature:	Signature:
_____	_____
Name:	Name:
_____	_____
Title:	Title:
_____	_____

Place/Date: _____

For and on behalf of: **[Company name of New Customer]**

Signature:	Signature:
_____	_____
Name:	Name:
_____	_____
Title:	Title:
_____	_____

Place/Date: Stans/_____

For and on behalf of: **PILATUS Aircraft Ltd**

_____	_____
André Zimmermann	Stefan Brun
_____	_____
VP Business Aviation	Team Leader Commercial Programmes BA
_____	_____

TOTAL ASSURANCE PROGRAM



PREAMBLE

Williams International Co., LLC (“Williams”) provides comprehensive engine maintenance coverage called the Total Assurance Program. This contract defines the benefits and the obligations of Williams and the Owner of the Engine(s) under this Total Assurance Program Agreement (hereinafter will be referred to as “Agreement”) and is made on authority of the signatures appearing between the parties named below, as of the date specified.

Williams International Product Support

Website: www.williams-int.com
E-mail: Wlproductsupport@williams-int.com
USA: 800-859-3544
International: 248-960-2929

Address: Williams International
Attn: Product Support
2000 Centerpoint Parkway
Pontiac, MI 48341

SIGNATURE PAGE

BY SIGNING BELOW, CUSTOMER ACCEPTS CONTRACT TERMS AND CONDITIONS, AND WARRANTS THAT NO ALTERATIONS OR MODIFICATIONS WERE MADE

Assinado por:

Suely Lopes Ribeiro

5B5C85C8739941A

(Owner Signature)

Manager

(Owner Title)

Suely Lopes Ribeiro

(Printed Name of Owner Signature)

abril 22, 2026

(Signature Date)

Director, Aftermarket Sales & Services

(Williams International Signature)

(Title)

Kyle Crew

(Printed Name of Williams Signature)

(Signature Date)

(Contract Start Date)

(Contract Expiration Date)

Please complete this page with accurate and complete information

Registered Owner's Name and Address:

RECEITA FEDERAL DO BRASIL

(Company Name)

Suely Lopes Ribeiro

Manager

(Owner Name/Title)

SETOR DE HANGARES, HANGAR 16, LIDER AVIATION

(Address)

BRASILIA DF 71608-970 BRAZIL

(City/State/Zip/Country)

+55 (64) 99296-3038

(Telephone)

suely.ribeiro@rfb.gov.br

(E-Mail Address)

Authorized Designee Name and Address:

RECEITA FEDERAL DO BRASIL

(Company Name, if different than Owner's)

RAFAEL MENDES MORAIS

Manager

(Designee Name/Title)

SETOR DE HANGARES, HANGAR 16, LIDER AVIATION

(Address)

BRASILIA DF 71608-970 BRAZIL

(City/State/Zip/Country)

+55 (61) 99823-7001

(Telephone)

rafael.morais@rfb.gov.br

(E-Mail Address)

Billing Address: ☐Owner ☐Designee ☒ CrystalCare

Program Level: TAP Blue

AIRCRAFT AND ENGINE DATA			
AIRCRAFT	MANUFACTURER:		REGISTRATION NUMBER: PS-RFB
	MODEL:		SERIAL NUMBER: 146
ENGINE	LEFT (or Single)		RIGHT
	SERIAL NUMBER	295099	295100
	HOURS **	1158.6	1158.6
	CYCLES**	836	836
	DATE	01/01/2026	01/01/2026

** Engine hours and cycles are for Program starting point and may differ from actual hours/cycles at the time of contract execution date for new Program enrollments. For Contracts pertaining to renewals or transfers of existing Programs, hours/cycles are for general reference only.

ENGINE UTILIZATION

Is aircraft maintenance and operation going to be done in the Contiguous United States (i.e. excludes Hawaii and Alaska)?

YES ☐ NO ☒

Aircraft home base airport code: SBBR

Will your average flight length be less than: 72 minutes for FJ44; 56.5 minutes for FJ33?

YES ☐ NO ☒

If Yes, estimated average cycle time in minutes?

_____ minutes

(Reference Annex A for potential effects)

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1. **GLOSSARY OF IMPORTANT TERMS**

The terms defined herein shall have the meanings as stated with no other interpretation in this Agreement.

- **AIRCRAFT** means the particular aircraft manufacturer, model, and serial number referenced on the Signature Page.
- **AIRFRAME CONSUMABLE** means an item that is replaced irrespective of apparent condition during the course of removal, inspection, or maintenance of Items.
- **ALERT SERVICE BULLETIN** means a mandatory Service Bulletin issued on all matters requiring the urgent attention of Owner or when the Engine modification is considered sufficiently critical that special scheduling or record of accomplishment is required. Generally, these bulletins shall be limited to items affecting safety.
- **ANNIVERSARY DATE** means the inception date of the Agreement as defined by the contract start date on the Signature Page or the date the new Aircraft was first delivered by the original airframe equipment manufacturer as indicated on the airframe delivery memorandum, whichever occurs last.
- **APPROVED ENGINE MANUAL(S)** means any or all of the following specified for the Engine covered by the Program or that may be published by Williams in the future:
 1. Williams International Engine Installation Manual
 2. Williams International Engine Line Maintenance Manual
 3. Williams International Engine Manual
 4. Williams International Engine Operators Manual
 5. Williams International Engine Illustrated Tool Catalog
 6. Williams International Illustrated Parts Catalog
- **BUER** - Basic Unplanned Engine Removal - The premature removal and return of the Engine to the Williams repair station as a consequence of failure due to an Engine Part, or Engine component induced malfunction of an Engine.
- **COMPRESSOR SECTION INSPECTION** means the inspection of the compressor section Items in accordance with the requirements of the appropriate Approved Engine Manual.
- **CONSUMABLE** means an Item that is replaced irrespective of apparent condition during the course of removal, inspection, or maintenance but excludes Wear-Out Items.
- **DESIGNEE** means a representative duly authorized by the Owner to act on the Owner's behalf with regard to the Engine and identified on the space provided on the Signature Page of this Agreement.
- **DESIGNATED FACILITY** means any facility designated or identified to Owner by Williams where services covered by this Agreement may be performed.
- **ENGINE** means the specific Williams manufactured engine(s) referenced on the Signature Page for use on Aircraft.
- **ENGINE CYCLE** means flight cycles as defined in the "Airworthiness Limitations" portion of the applicable Line Maintenance Manual.
- **ENGINE OPERATING HOURS** means the total number of hours flown by an Engine accumulated in hours and tenths of hours based upon the time interval from the moment an aircraft leaves the surface of the runway until it touches it at the next point of landing.

- **HOT SECTION INSPECTION** means the inspection of the combustion and turbine section Items in compliance with the appropriate Approved Engine Manual.
- **HOURLY RATE** means the unit cost to Owner for each Engine Operating Hour at the rate as issued by Williams and adjusted per Article 5.4.
- **IMPROPER USE** means any of the following:
 1. Installation, maintenance, inspection, repair, alteration, or operation of the Engine, or Aircraft, that is not in accordance with the current appropriate Approved Engine Manual(s), Aircraft manufacturer flight manual, Aircraft manufacturer maintenance manual, and any other instructions and recommendations issued by Williams International, the Aircraft manufacturer, and requirements of airworthiness directives issued by regulatory authorities.
 2. Repair or alteration of the Engine other than by a Williams International Designated Facility.
 3. Misuse, neglect, accident, deliberate ingestion of foreign materials, sabotage, Acts of God, Acts of War or any other defect or cause outside Customer's or Williams' control which results in damage to the Engine, except for lightning and ingestion of foreign material that is not deliberate.
 4. Installation and use of Parts in the Engine that was not originally manufactured, licensed, or approved by Williams.
- **ITEM(S)** means the Engine and Parts that pertain to the Engine. The parts listed in Annex D are not considered Items.
- **MAJOR PERIODIC INSPECTION (MPI)** means the maintenance actions referred to in the "Major Periodic Inspections" portion of the applicable Line Maintenance Manual.
- **MISSION PROFILE** means the set of parameters describing the type of flight to be undertaken by the Engine(s) and upon which the Hourly Rate is based, as further described in Annex A.
- **MONTHLY CHARGE** means the amount specified in part (1) of Article 5.1.
- **OPTIONAL SERVICE BULLETIN** means a Service Bulletin which describes modifications to the Engine which are for general product or configuration improvements and do not fall within the Standard Service Bulletin or Alert Service Bulletin categories.
- **OWNER** means the owner identified on the Signature Page, owner of the Aircraft in which the Engine(s) is installed, or the legal owner of the Engine(s), but also includes any individual, firm, or agency actually operating, maintaining, managing, or facilitating activities for the Engine(s), as well as any agent or representative who is designated by the owner to Williams to act in the owner's or operator's behalf.
- **PART(S)** means any part manufactured or supplied by Williams as listed in the applicable Williams International Illustrated Parts Catalog or Service Bulletin. The items listed in Annex D are not considered Parts.
- **PROGRAM** means the TAP Blue coverage and responsibilities as described in this Agreement.
- **REPAIR** means the work required to render serviceable the Engine or a Part.

- **ROUTINE PERIODIC INSPECTION (RPI)** means the maintenance actions referred to in the “Routine Periodic Inspections” portion of the applicable Line Maintenance Manual.
- **SERVICE BULLETIN** means the document identified as a service bulletin by Williams International to notify Owner of maintenance or other information.
- **SHIPPING** means transportation via standard shipping carriers of Items covered by the Program per Article 6.
- **STANDARD (RECOMMENDED) SERVICE BULLETIN** means a Service Bulletin which describes modifications to the Engine that may affect performance, improve reliability, provide improved economy, and facilitate maintenance or operation.
- **TAP** means Williams’ Total Assurance Program for Parts and labor for Engine maintenance coverage at the program level as indicated on the Signature Page and the terms and conditions as defined in this Agreement.
- **UNSCHEDULED MAINTENANCE** means the maintenance required at other than MPI or RPI due to a failure of an Item. For this purpose, failure means the breakdown or deterioration of an Item that is established to the reasonable satisfaction of Williams to be due to a defect in material or workmanship in the manufacture of that Item.
- **WEAR-OUT ITEM** means Items that are replaced due to wear out which includes filters, igniters, igniter leads, filter analysis kit, and oil.

2. **COVERAGE**

2.1 **Maintenance Provided.** Under terms of this Agreement, Williams will provide to Owner coverage for the following Engine maintenance, as required per the applicable Approved Engine Manual(s) or Service Bulletin, in a Williams Designated Facility:

- (1) Scheduled Inspections. (See Annex B)
- (2) Unscheduled Maintenance and Repair. (See Annex B)
- (3) Incorporation of Alert (mandatory), Recommended, Optional, and non-categorized Service Bulletins – that are both published and approved by Williams – at the compliance intervals specified in these bulletins. (See Annex B)
- (4) Replacement of Life Limited Components.

2.2 **Rental Engine.** Williams will also arrange for a rental engine, upon request and subject to availability, during eligible scheduled Compressor Inspections and extended unscheduled Engine removal periods. Compressor Inspections scheduled as express overhauls are not eligible for rental engines in accordance with Article 2.3 below.

Use of a rental engine is subject to availability and a separate rental engine agreement will be required for each occurrence. The rental agreement terms may include, but are not limited to, security deposit, minimum utilization requirements, fees for late rental return or any delay for removal, shipping, import or export of the rental. A separate invoice will be sent for the use of the rental engine(s). Hours accumulated on the rental engine should not be included on your monthly TAP report. Rental engine rates will be at the TAP Blue Hourly Rate.

RENTAL ENGINE COVERAGE

	HOT SECTION INSPECTION	COMPRESSOR SECTION INSPECTION	UNSCHEDULED
Shipping of rental engine	N	C ^	C
Installation & removal of rental engine	N	C ^	C
Hourly rental rate	*	*	*

C = COVERED

N = NOT COVERED

^ = Not applicable with express overhaul in accordance with Article 2.3

***** = TAP Blue Hourly Rate applies

2.3 **Express Compressor Section Inspection.** An option is available to TAP Blue customers to receive an expedited turnaround time in the Williams repair station for the Compressor Section Inspection in lieu of rental engine use. This option is based on express availability in the Williams repair station. Advance scheduling is needed to ensure availability in accordance with Article 3.3. When this option is chosen, rental engine use is not covered by the Program.

2.4 **Exclusions.** The following are not covered by the Program, but may still be necessary or recommended for maintenance:

- (1) Engine Repair due to actual or potential damage caused by Improper Use, improper maintenance, improper storage, abuse, neglect, hard landings (including crash landings), over-temperature, hot starts, contamination, use of aviation gasoline (a.k.a. avgas), pre-existing conditions, corrosion outside of a Major Periodic Inspection, or any other cause not within the control of Williams. As further set forth in Article 14 below, any damages, which are the responsibility of Williams, are limited to the Engine and exclude all other liability in tort or contract, including liability for consequential or incidental loss, damage or expense.
- (2) Repair or replacement costs attributable to the use of non-Williams originated parts or non-Williams approved supplier parts.
- (3) Expenses associated with transporting non-Williams maintenance personnel to accomplish maintenance actions, expenses associated with ferrying or relocating Aircraft, or transportation costs.
- (4) Excess costs resulting from overtime labor or subcontract charges authorized by Owner or Designee.
- (5) Excess charges resulting from use of new Parts at Owner or Designee's authorization/direction, when Repair of the original Parts is feasible or exchange Parts are available. Williams reserves the right to use new or exchange hardware at any time for Repairs, scheduled or Unscheduled Maintenance as determined by a Williams' technician.
- (6) Maintenance identified as recommended per chapter 5 of the applicable Williams International Line Maintenance Manual (e.g. water rinse, compressor cleaning, heated inlet polishing, etc.).
- (7) Oil added between scheduled inspections.
- (8) Engine, or other, data downloads outside of Routine Periodic Inspections, Major Periodic Inspections or Unscheduled Maintenance.
- (9) Packaging, handling, transportation, insurance, and export controls that are excluded as described in Article 6.
- (10) All items attached to the Engine by the airframe manufacturer, except Airframe Consumables in accordance with Annex B.
- (11) Installation / removal and shipping of rental engines are not covered for a Hot Section Inspections or for express Compressor Section Inspections.
- (12) Replacement of Parts which are acceptable based on the criteria in the current revision of the Approved Engine Manual.
- (13) Hangar fees or any fees associated with the hangar.
- (14) Service Bulletins or Maintenance complied with at intervals differing from those listed in the relevant Service Bulletin or Maintenance Manual.

- (15) Administration, labor, or other expenses driven by Designee, Owner, or other entity that Williams considers to be additional to Williams' standard practices. This includes, but is not limited to, additional requirements imposed for Aircraft operating under Federal Aviation Regulation 14 CFR Part 135. Williams reserves the right to charge for such expenses if deemed outside of its standard practices.
- (16) Items listed in Annex D and their related consumables; as well as components superseding, supplementing, or typically considered non-engine, as determined by Williams.
- (17) Expenses associated with the repair or maintenance of cosmetic issues.

3. **RESPONSIBILITIES**

- 3.1 **Contact.** For the performance of any work under this Agreement, Owner or Designee shall comply with Williams Product Support direction, who is responsible for:
 - (1) Providing the Owner or Designee the names, locations, and Engine maintenance capabilities of Designated Facilities;
 - (2) Defining the work to be performed.
- 3.2 **Engine Operating Hour Reporting.** Owner or Designee shall report to Williams the Engine Operating Hours and Engine Cycles and submit the required data monthly at www.williams-int.com or other means identified by Williams. The required data will be submitted at the end of each month and received by Williams with payment not later than the 15th day of the following month.
- 3.3 **Advance Work Request.** Owner or Designee shall notify and coordinate with Williams in advance prior to any Major Periodic Inspections. Express Compressor Section Inspections have limited availability and should be coordinated as far in advance as possible. Owner or Designee shall coordinate and receive confirmation from Williams at least 90 calendar days before Major Periodic Inspections are due on any Engine.
- 3.4 **Unscheduled Maintenance.** When Owner or Designee believes an Engine needs Unscheduled Maintenance, Owner or Designee will coordinate with a Designated Facility or Williams so the standard troubleshooting detailed in the appropriate Approved Engine Manual(s) may be accomplished. If this is unsuccessful in returning the Engine to service, Williams may request Owner or Designee or Designated Facility to carry out additional troubleshooting. Should this additional troubleshooting prove unsuccessful, Williams will recommend a Designated Facility for Repair. Refer to Annex B for a more detailed explanation of Williams and Owner responsibilities for Unscheduled Maintenance activities. The Owner will automatically be given 50 hours on the TAP account, at the program current year's Hourly Rate, in the event of a BUER where the Engine has to be sent back to Williams for Repair. This fixed credit is intended to assist with Owner expenses related to the BUER and may not cover actual costs.
- 3.5 **Damages.** Owner or Designee shall notify Williams Product Support of all instances of known or suspected damage to an Engine within 3 calendar days of occurrence, or as soon as reasonably practical.
- 3.6 **Access for Williams Personnel.** Owner or Designee shall provide Williams' authorized personnel or agent's reasonable access to the Engines as well as the relevant operating and maintenance records maintained by Owner or Designee.

3.7 **Information to be Supplied by Owner:**

Owner or Designee agrees to maintain a record of Engine Operating Hours and Engine Cycles in any logbook required by any airworthiness authority, and shall also maintain such record in the Engine logbook.

In addition, Owner or Designee shall maintain and forward the following information, and any additional information directed by Williams, to Williams for all Items removed or installed:

- Engine Information
 - Engine serial number
 - Engine Operating Hours
 - Engine Cycles
 - Aircraft Model & Serial Number installed on
- Part Installed & Part Removed
 - Part number
 - Serial number
 - Part hours
 - Part cycles
 - Reason for Removal including all relevant detail
 - Date of Replacement/Removal
 - Claim Number (if applicable)

Owner agrees to pay charges arising from failure or delays in providing Williams with information required pursuant to this Article.

3.8 **Engine Operation and Maintenance.** Owner or Designee shall operate, manage, and maintain the Engines and Items in accordance with the Approved Engine Manuals, Service Bulletins, requirements by regulatory authorities, instructions by Aircraft manufacturer, and instructions by Williams International.

3.9 **Operating Environment.** Owner or Designee warrants to Williams that the Engines specified herein will be operated within the Mission Profile defined in Annex A. If the Engine is operated near a corrosive environment (e.g. salt water, pollution, etc.), Owner or Designee must comply with the recommendation for power plant wash guidelines in the applicable Williams International Line Maintenance Manual titled "Recommended Maintenance" and record in the Engine log. If corrosion is found within the work scope of a Major Periodic Inspection being performed, and proper prevention measures were done in accordance with the Line Maintenance Manual, Parts are covered by the TAP program.

3.10 **Removed Parts.** Items removed during a maintenance action are the property of Williams and shall be returned to Williams.

4. **TECHNICAL SUPPORT**

4.1 **Technical Support.** Technical support will be available through online support or by telephone to provide advice and consultation to Owner or Designee with respect to servicing, maintenance, and operation of the Engines.

5. **PAYMENT**

5.1 **Charges.** In consideration for the coverage provided by this Agreement, in addition to other amounts set forth herein, Owner shall pay:

- (1) A Monthly Charge for each Engine equal to the Hourly Rate multiplied by the Engine Operating Hours for such engine in the calendar month; and
- (2) Charges invoiced by Williams for work authorized by Owner or Designee that are excluded from the scope of this Agreement; and
- (3) All other charges invoiced by Williams that are excluded from the scope of this Agreement; and
- (4) An administrative charge on all past due accounts of eighteen percent (18%) per annum of the sum due (1.5% per month) or the maximum percentage permitted by law, whichever is the lesser.

5.2 **Reporting and Invoice Generation.**

Payment for this Program is done through a self-invoicing process. Therefore, Owner or Designee shall report Engine Operating Hours and Cycles for the Engine(s) via the Williams website at the end of each month. An online invoice will be generated from the reported Engine Operating Hours to identify the Monthly Charge that is due. Payment to Williams for the Monthly Charge must be received no later than the 15th of the following month. Actual hours must be reported each month. Zero hours for the period must be reported for the Engine(s) not operated in the given month.

5.3 **Minimum Hours.** Where the actual Engine Operating Hours accumulated in any year of this Agreement, beginning on the Anniversary Date, are less than 150 hours, Owner or Designee agrees to pay, in addition to the Monthly Charge, a fee in an amount equal to the difference between the 150 minimum hours per Engine and the actual Engine Operating Hours, multiplied by the Hourly Rate. This fee will be waived one time within the term of this Agreement in accordance with Article 5.1, on the first year within the term in which the actual Engine Operating Hours are less than the 150 minimum hours per Engine. The payment of this fee shall be included annually at the contract Anniversary Date. The payment is calculated using 12 payment periods starting with the first full reporting period following the contract Anniversary Date. For example, if the contract Anniversary Date is 15 April 2024, then minimum hour invoice will be billed for the hours reported to have been flown from 1 May 2024 through 30 April 2025. Contracts that are transferred to new ownership or are terminated in accordance with Article 7.8 of this agreement will be subject to a prorated minimum hour amount calculated from Anniversary Date to the date of transfer. Payment will be due immediately and account must be reconciled prior to transfer.

5.4 **Rate Adjustment.** The Hourly Rate shall be subject to an annual rate adjustment, to be applied January 1 of each year. In addition, the Hourly Rate may be adjusted at any time if Engine operation varies from the Mission Profile as defined in Annex A. This includes, but is not limited to, excessive operation outside of the stated geographical area.

5.5 **Taxes, Etc.** Owner or Designee is responsible for all federal, state, local, or other taxes, duties, import tariffs and similar payments that may be required as a result of the work required to be performed under this Agreement.

5.6 **Audit.** All payments shall be subject to adjustment pending audit by Williams of Owner's or Designee's log books, Engine mission recording devices (if installed), or other means available to Williams.

5.7 **Reserved Rights.** Without prejudice to its other rights and remedies, including but not limited to its rights to terminate this Agreement as set forth in Article 7, Williams reserves the right to withhold performance of its obligations specified in this Agreement if Owner or Designee fails to make any payment that is due in accordance with this Agreement (or any other contractual agreement between Owner and Williams) or fails to provide a statement of the Engine Operating Hours in accordance with Article 3.2.

5.8 **Adjustment to Payment.**

- (1) If Williams is reasonably satisfied that an Engine requires Repair as a result of Improper Use, unfulfilled Owner obligations, or other excluded items in accordance with this Agreement on the part of anyone other than Williams, then Williams shall cause such Repair to be carried out by Williams or its agents each of which may, at Williams' option and in Williams' sole discretion, complete maintenance and return engine to service. Owner or Designee shall pay to Williams all related expenses.
- (2) If any Item is missing from a return shipment by Owner or Designee to Williams for Repair or inspection, Owner or Designee shall pay to Williams, in addition to the other charges provided for herein, the list price of such Item.
- (3) If Owner or Designee elects to have a Major Periodic Inspection more than 25 Engine Operating Hours prior to the time specified for that inspection by the applicable Approved Engine Manual, then Owner or Designee shall pay for the difference between the number of operating hours incurred and the number specified for the Major Periodic Inspection as invoiced by Williams.

5.9 **Method of Payment.** All payments due to Williams are to be made in United States Dollars and shall be made by interbank transfer or credit card payment or by means as identified on Williams's website. Funds must be deposited not later than the due date of payment.

- (1) **Electronic Payments.** Payments must be made in US dollars. Instruct issuing bank to transfer total value of invoice to Williams

Bank:	Bank of America New York, NY 10038 USA
Account:	8670719871
Account Name:	Williams International Co., LLC
Routing:	071000039 (ACH payments) 026009593 (Wire transfers) BOFAUS3N (SWIFT)

- (2) **Online at:** www.williams-int.com

5.10 **Collection Expenses.** Owner or Designee shall pay all attorneys' fees, expenses and costs incurred by Williams in attempting recovery of any sum owed to it by Owner or Designee where Owner or Designee has failed to pay following Williams' notice to Owner or Designee of delinquency.

6. **SHIPPING**

- 6.1 **Shipping Cost.** The Shipping of Parts and Engine(s) to-and-from Williams is covered by the Program via standard shipping methods as solely determined by Williams except as excluded under this Agreement, identified as an Owner obligation, or listed below.
- 6.2 **Non-Covered Items.** Owner is responsible for shipping expenses incurred in connection with exclusions or non-covered items of the Program. Expedited or priority shipment methods are excluded unless prior approval is provided by Williams at its sole discretion.
- 6.3 **Export Controls.** Items shipped under this Agreement may be subject to applicable export controls. Any special requirements necessitated by such controls shall be at Owner's or Designee's expense.
- 6.4 **Insurance.** All Items shipped by Owner or Designee will be insured by Owner or Designee during transit for not less than the list price value of the shipped Item(s).
- 6.5 **Packaging.** All Items (including scrap Parts) returned by Owner or Designee to Williams shall be suitably packed for protection in shipment and storage at Owner's or Designee's cost. Engines must be shipped in a Williams engine shipping container in accordance with the instructions for shipment preparation specified in the applicable Approved Engine Manual.
- 6.6 **Shipment Address.** All hardware Items, including Engines being returned to Williams hereunder, shall be sent to the following:
 Williams International Co. LLC.
 Attn: Product Support
 2000 Centerpoint Parkway
 Pontiac, Michigan 48341
- Product Support Phone Number: 1(800) 859-3544 USA
 International: (248) 960-2929

Or such address of which Williams may notify Owner or Designee.

7. **DURATION**

- 7.1 **Term.** Subject to the subsequent provisions of this Article, this Agreement shall remain in force until the shorter of (i) such time it is terminated by either party under terms and conditions of Article 7.2 through 7.9 or (ii) for a period of 5 years from the effective date on the Signature Page of this Agreement. This Program will automatically renew on the Anniversary Date every 5th year, with the most current version of the Program contract on that date for the program level on the Signature Page, unless Owner chooses to opt-out of the aforementioned automatic renewal in which the Agreement may be renewed by mutual agreement of the Parties.
- 7.2 **Termination on Change of Configuration.** Williams, in its sole discretion, reserves the right to terminate this Agreement, at any time by written notice to Owner or Designee, if the Engine(s) is installed and/or used on an aircraft other than the Aircraft specifically referenced on the Signature Page; if any Aircraft configuration modifications that directly or indirectly affect the Engine(s) are made without Williams' consent, as determined solely by Williams; or upon the Aircraft, airframe, or Engine(s) being put into an experimental state.
- 7.3 **Terminate at Owner's request.** Owner shall notify Williams a minimum of 30 days prior to desired termination date. Conditions of Paragraph 7.8 would apply and be binding.

- 7.4 **Termination on Default.** In the event the Owner or Designee is in default in respect to any material provision of this Agreement, as determined by Williams in its sole discretion, and remains in default for a period of 28 days after receipt of notice of default from Williams, Williams may, without prejudice to any rights and remedies otherwise provided by law, terminate this Agreement by notice at any time thereafter.
- 7.5 **Termination on Failure to Pay, Etc.** Williams may terminate this Agreement at any time by written notice to Owner or Designee for the following:
- (1) If Owner or Designee fails to pay Williams any amount due under the Agreement, or under any other contractual agreement between Williams and Owner or Designee, or per any invoice between Williams and Owner or Designee.
 - (2) If Owner or Designee becomes insolvent or performs or permits any act of bankruptcy, liquidation, reorganization or if a receiver, trustee, or custodian is appointed for Owner or Designee or a substantial part of Owner's property.
- 7.6 **Termination on Misuse.** If in Williams's sole discretion the operation of the Aircraft or Engine(s) is considered to be in violation of the conditions contained in this Agreement, inappropriate, or experimental.
- 7.7 **Termination on Loss of Aircraft.** This Agreement shall be terminated upon total loss of the Aircraft, airframe, or Engine; upon the Aircraft, airframe, or Engine ownership transferring to an insurance or salvage company, or other entity, in unairworthy condition as determined solely by Williams; or upon the Aircraft, airframe, or Engine being deemed non-airworthy and repair or equivalent is not immediately forthcoming, as determined solely by Williams.
- 7.8 **Payments on Termination.** Upon termination of the Agreement in accordance with any Articles herein, Owner or Designee shall pay to Williams all monies due. Payment shall be in accordance with the provisions of Article 5. No reimbursement shall be allowed in case of termination of the Agreement. Proration of Minimum Hour requirement of Article 5.3 will be applied by calculating hours from the Anniversary Date through the termination month.
- 7.9 **Return of Assets.** Upon termination, Owner or Designee agrees to return, at Owner's expense, all Williams' assets on loan, consignment or in possession of Owner or Designee and will cooperate in all respects to ensure the prompt return of such assets to Williams.

8. **FORCE MAJEURE**

- 8.1 **Force Majeure.** Performance of a Party (other than payment obligations, which shall not be excused due to an event of Force Majeure and shall not be subject to suspension) shall be suspended in the event and for the time that such performance is prevented, delayed or hindered by an event of Force Majeure affecting such Party. In addition, Williams's obligations shall be so suspended in the event that it is unable to acquire on reasonable terms any material necessary for manufacturing Parts or performing Repairs. Any suspension of any obligation shall be of no greater scope and no longer duration than reasonably required. The burden of proof shall at all times be on the Party claiming Force Majeure.

If either Party's ability to perform its obligations hereunder is affected by an event of Force Majeure, such Party shall promptly and timely give notice to the other Party stating the nature of the event, its potential effect and the anticipated duration thereof, and any action being taken to avoid or minimize its effect. Such Party shall keep the other Party fully informed of the continuance of an event of Force Majeure and of any relevant change of circumstances during the duration of such event of Force Majeure, and will endeavor to avoid or remove the

cause and resume performance with minimum delay. The time for performance will be extended accordingly.

For purposes of this Agreement, "Force Majeure" means any event reasonably beyond the control of a Party whose performance is interfered with, including without limitation, acts of God, fire, flood, storm, earthquake, adverse weather conditions, riot, war (declared or undeclared), sabotage, act of terrorism, public disorder, boycott, acts of the government of any country or political subdivision or agency thereof, court order, quarantine, strike, civil unrest, work stoppages, slowdown, lock-outs or other labor dispute or action, power failure, power, service, raw material or machine shortages, or interference with the usual means of transportation.

9. **ASSIGNMENT**

9.1 **Ability to Assign.** Owner or Designee may not assign this Agreement, in whole or in part, without the approval of Williams in its sole discretion.

10. **NOTICES**

10.1 **Form of Notice.** Notice or notification under the Agreement is the giving or receipt of written communication, email, or delivery via U.S. mail or other courier at the address shown on the Signature Page of this Agreement or other address provided by Williams or Owner.

11. **PATENT INFRINGEMENT**

11.1 **Indemnification.** Subject to the conditions set out in this Article, Williams shall indemnify Owner or Designee against any claim that the use of any of the Items by Owner or Designee infringes any valid patent, design or model duly granted or registered; provided Williams shall not be liable for any consequential damages or any loss of use of the Items or of the Aircraft in which the Items are installed arising as a result directly or indirectly of any such claim.

11.2 **Notice.** Owner or Designee will give immediate notice to Williams of any such claim whereupon Williams may at its own expense assume the defense of, or dispose of or settle such claim in its sole discretion, and Owner or Designee will give Williams all reasonable assistance and will not by act or omission do anything which may directly or indirectly prejudice Williams in this connection.

11.3 **Substitution.** Williams shall have the right to substitute any allegedly infringing Items with substantially equivalent non-infringing Items.

11.4 **Limitation.** The indemnity contained in Article 11.1 shall not apply to claims for infringement with respect to the manner or method in which any Item is installed in the Aircraft.

12. **INTERPRETATION**

12.1 **Miscellaneous.** Recourses are cumulative and not alternative. Singular includes the plural. Headings are for purposes of convenience only.

12.2 **Conflicts.** In the event of any conflict between an Annex or Appendix to this Agreement and any Article or Section of this Agreement, the Article or Section shall control.

- 12.3 **Severability.** If any provision of this Agreement shall be held to be invalid or unenforceable, then the same shall be deemed severable and the remainder of this Agreement shall remain valid and enforceable.
- 12.4 **Exclusion of Third Party Rights.** Nothing in this Agreement shall be construed to create any rights in any third persons. Only the Owner and Williams International shall have rights under this Agreement. For the avoidance of doubt, the Designee shall have responsibilities and obligations under this Agreement (for which the Owner shall remain ultimately responsible), however the Designee or any operator shall not have any rights or third party benefits under this Agreement.
- 12.5 **Entire Agreement.** This Agreement, including the Annexes attached hereto, represents the entire Agreement between Owner and Williams to the subject matter of this Agreement. The terms and conditions of this Agreement supersede and are in lieu of any and all other prior agreements, understandings and representations between the Parties whether written or oral relating to the subject matter of this Agreement.

13. **AMENDMENTS AND WAIVERS**

- 13.1 **Amendment Procedure.** This Agreement may be amended only in writing signed by both parties and expressly stating the purpose to amend this Agreement.
- 13.2 **Effect of Waivers.** Neither the waiver of any provision of this Agreement nor the failure to insist on strict performance or terminate on account of a breach shall be construed as a waiver of any other provisions, or limit the ability of that Party to insist at any future time on strict performance of the same or any other provision, nor shall a waiver or failure to insist on strict performance or terminate in any instance be construed as a waiver of the same provision or breach in other or subsequent instances.

14. **LIMITATION OF LIABILITIES**

- 14.1 **Obligations.** Owner or Designee agrees that the obligations of Williams to provide coverage under this Agreement, together with the express remedies provided to Owner or Designee in respect of Items in accordance with this Agreement, represent the entire liability of Williams to Owner or Designee under this Agreement. Williams makes no additional warranties express or implied, whether statutory or otherwise and disclaims all other liabilities of every type and kind (except for liabilities arising from Williams' sole negligence), including without limitation liability relating to all goods and services to be supplied pursuant to this Agreement (which shall include but not be limited to all Items supplied to Owner or Designee hereunder, and to all Items acquired by Owner or Designee prior to the date of this Agreement). Liability for damages, even if such damages are the responsibility of Williams, are limited to damages to the Engine and exclude all other liability in tort or contract including liability for consequential or incidental loss, damage or expense.

15. **TITLE AND RISK OF LOSS**

- 15.1 **Time of Transfer.** When Items are exchanged by Williams and Owner or Designee in accordance with this Agreement, title to the Item being supplied by Williams shall vest in Owner immediately upon its arrival at the destination specified by Owner or Designee. Title to the Item being returned by Owner or Designee in exchange shall vest in Williams upon its arrival at a destination specified by Williams. Full responsibility for all risk of loss of or damage to such Item, and for all duties, taxes and fees assessed thereon, shall be the responsibility of Owner or Designee.
- 15.2 **Clear Title.** Both Owner (or Designee) and Williams shall transfer the full legal title to any Item exchanged under this Agreement free and clear of all liens, charges or encumbrances and shall warrant such title.
- 15.3 **Williams Responsibility.** Williams shall be responsible for damage to or loss of Owner's Engine while in the possession of Williams, unless such damage or loss is caused by the negligence of a third party or Owner or Designee.

16. **DISPUTES**

- 16.1 **Arbitration.** All disputes arising from, relating to, or in connection with this Agreement shall be submitted to binding arbitration held in the County of Oakland, State of Michigan, U.S.A., in the English language in accordance with the rules of the American Arbitration Association pursuant to the procedure set forth below. Williams will designate the arbitration site. In all respects, Michigan law shall be used to construe this Agreement and the legal relationships between the Parties, including, but not limited to, the Uniform Commercial Code, as the same may be enacted and in force from time to time in Michigan. Any award, order, or judgment pursuant to the arbitration is final and may be entered and enforced in any court of competent jurisdiction situated in Michigan. No arbitrator or panel has the right or authority to award punitive damages against any Party to this Agreement. No arbitrator or panel has the right or authority to make any ruling, finding, or award that does not conform to this Agreement and any such purported ruling, finding, or award is void. Except as required by law or to enforce an arbitration award, order, or judgment, no Party, arbitrator, or panel may disclose the existence, content, or result of any arbitration hereunder without the prior written consent of the Parties. Each Party's rights and obligations in this section survive the suspension, termination, cancellation, revocation, and/or expiration of this Agreement. All claims must be brought in an individual capacity, and not as a plaintiff or class member in any purported class action, collective action, representative action, mass action, private attorney general action or action on behalf of the general public, or similar proceeding (collectively, a "Class Action"). No claim will be arbitrated on a class action basis. Owner expressly waives any right or ability to bring, assert, maintain or participate in any Class Action in court, arbitration, or other forum, and the right for anyone to do so on Owner's behalf.

17. **ANNEXES**

- 17.1 **Enumeration of Annexes.** The following Annexes shall have the same enforceability as the Articles of this Agreement, except as provided by Article 12.3.

Annex A - Mission Profile

Annex B – Responsibility Table

Annex C - Premature Major Periodic Inspection

Annex D – Excluded Items / Parts

ANNEX A

MISSION PROFILE

The design Mission Profile, on which the Program is based, is one engine Cycle for each mission of 72 minutes for FJ44 Engine(s), and 56.5 minutes for FJ33 Engine(s). The Datum Profile is the flight profile contained in chapter 5 of the applicable Williams International Line Maintenance Manual.

The TAP Hourly Rate is for the Engine(s) used and operated in:

- A. The airframe configuration produced by the original airframe equipment manufacturer, or the Aircraft that has not had configuration modifications that directly or indirectly affects the Engines, other than those approved by Williams.
- B. Datum flight profile.
- C. The limitations specified in the Aircraft flight manual, Approved Engine Manuals, and any other instructions and recommendations issued by Williams International, the Aircraft manufacturer and requirements of airworthiness directives issued by regulatory authorities. The agreed Hourly Rate for this agreement will be adjusted for operation of the Engine outside the above parameters as detailed on the Datum Profile. Where on the basis of a 6-month rolling average, the monthly utilization exceeds the profile agreed in this annex, Williams reserves the right to adjust the Hourly Rate.

ANNEX B

RESPONSIBILITY TABLE (Page 1 of 2) **(Subject to the contract exclusions)**

SCHEDULED INSPECTIONS	
Routine Periodic Inspections	
Major Periodic Inspection (Hot Section/Compressor)	
- Engine R&R and/or Access Time	
- Inspection / Assembly Labor	
- Oil Filter Analysis	
- Consumable Parts	
- Wear Out Items	(Filters, Igniters, Igniter Leads, Filter Analysis Kit and Oil)
- Spare Parts	
- Component Repair Labor	(if required)
- Life Limited Parts Replacement	
- Use of Rental Engine at TAP Blue rates	<i>(During Compressor Inspection, N/A for Hot Section Inspection)</i>
- Rental Engine R&R / Access Time for CSI	<i>(Not covered for Hot Section Inspection, or if Express Compressor Section Inspection option chosen)</i>
- Shipping	<i>(excluding rental engines during Hot Section Inspection and during Express Compressor Section Inspection)</i>
- Corrosion	

UNSCHEDULED MAINTENANCE
Engine and LRU R&R labor and/or Access Time
Troubleshooting ¹
Consumable Parts
Wear-Out Items
Exchange Engine/Module/LRU
Rental Engine at TAP - Blue rates
Rental Engine R&R
Shipping

¹Troubleshooting is included in the flat rate hours published in the Service Facility Guidelines.

ANNEX B

RESPONSIBILITY TABLE (Page 2 of 2)

SERVICE BULLETINS
Alert (Mandatory), Recommended, Optional, and non-categorized - Parts - Labor

OTHER
Packaging – Always an Owner expense except for engine shipping container which will be provided by Williams at no cost. Freight – Williams' expense except as excluded in Article 5 and Article 6. Lightning – Coverage applies to Engine maintenance that is a result of lightning strikes Unintentional Foreign Object Ingestion – Coverage applies to Engine maintenance that is a result of ingestion of foreign objects that are not deliberate entering through the front of the Engine via the fan inlet. Airframe Consumables – Coverage applies to Airframe Consumables listed in the Aircraft manufacturer's Aircraft maintenance manual which are mating to Engine components when consumed for the purpose of returning the Engine to service during Engine covered maintenance, in accordance with Article 2.1 and subject to the exclusions in Article 2.4. Airframe Consumables whose uses are determined to be unnecessary or avoidable as relates to the Engine maintenance are not covered.

Online Technical Publications
Line Maintenance Manual Illustrated Parts Catalog

ANNEX C

PREMATURE MAJOR PERIODIC INSPECTION

This Annex contains a calculation for Premature Major Periodic Inspection fee. Early MPI results in a fee which is in addition to the normally reported and paid operated hours.

If a Major Periodic Inspection is performed more than 25 Engine Operating Hours prior to the time interval for that inspection, the full payment of the charges calculated therein will be invoiced by Williams to Customer. The amount charged will be calculated by subtracting the Total Engine Operating Hours at time of premature MPI maintenance from the defined MPI Interval (less 25 hours); the resulting hours will be multiplied by the Hourly Rate.

ANNEX D

Excluded Items / Parts

Items listed herein and their related consumables; as well as components superseding, supplementing, or typically considered non-engine, as determined by Williams, are not covered under the TAP contract:

- **Bulkhead Assemblies**
(e.g. Part Numbers: 125200, 120162, 120163, 88263, MS92018-15, & MS9321-09)
- **EXACT Nozzle Assembly**
(e.g. Part Numbers: 126432, MS9208-12, 88263, & MS9321-09)
- **Heated Inlet Assembly**
(e.g. Part Numbers: 126510, 88263, MS9208-15, MS9321-09)
- **Inlet Bleed System**
(e.g. Part Numbers: 120076, 124445, (VEN)30931-125, (VEN)13866-125, MS21106-20, MS9208-06, MS9208-06, MS21043-3, MS9592-010, MS9592-027, MS9592-225, MS9592-307, MS9552-009, MS9552-039, MS9552-012, & MS9552-018)
- **Pressure Regulating Shutoff Valve**
(e.g. Part Number: 126306)

RECEITA FEDERAL DO BRASIL **PC-24 MSN 146 Williams TAP Blue Execution Statement**

Enrollment into the Total Assurance Program – Blue (TAP Blue) is a contract and is entered into and made by the Owner on the authority of the signature appearing below and is between the Owner and Williams International Co., LLC (Williams International) (the Parties). Details of the agreement are in the TAP Blue contract included herein as attachment.

The Parties understand that Pilatus will handle certain administrative tasks such as hours reporting and related collection and disbursement of funds. The Owner understands that the Owner is ultimately responsible for its rights and obligations as defined in the TAP Blue contract and understands that Williams International will communicate with Pilatus and/or the Owner as necessary to fulfill those rights and obligations.

Assinado por:

Suely Lopes Ribeiro

(Owner Signature)

Manager

(Owner Title)

Suely Lopes Ribeiro

(Printed Name of Owner Signature)

abril 22, 2026

(Signature Date)



Service Level Agreement

Confidential

PILATUS PC-24 – 5 yrs

CONTRACT AND SERVICE LEVEL AGREEMENT

between

Pilatus CrystalCare Subscriber :

RECEITA FEDERAL DO BRASIL

and

Flygprestanda AB





Service Level Agreement

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INTRODUCTION

Purpose and Objectives

This Agreement outlines the terms and conditions under which the Supplier (as defined below) will provide Specified services (collectively referred to as “the Services”) to its Client (as defined below). The objective is to provide a basis and framework for the delivery of high quality services that meet the needs of the Client.

Parties to the agreement

This Agreement is made by and between **Flygprestanda AB** (hereinafter referred to as “the Supplier”) of **Adelgatan 8, Malmö, Sweden**, and **Company Name of the Pilatus CrystalCare Subscriber:** (hereinafter referred to as “the Client”).

Client Name:

RECEITA FEDERAL DO BRASIL

Contact Name:

Suely Lopes Ribeiro

Contact Email:

suely.ribeiro@rfb.gov.br

Contact Phone number:

+55 (64) 99296-3038

Address Line 1:

SETOR DE HANGARES, HANGAR 16, LIDER AVIATION

Address Line 2:

Town or City: BRASILIA DF

Zip/post code: 71608-970

Country: BRAZIL

Tail registration(s) and serial number(s)

PS-RFB

146



Service Level Agreement

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Commencement date

This Agreement will commence on (mm/dd/yyyy)

and expires on (mm/dd/yyyy)

Duration of Agreement

This Agreement is valid for an initial 60 months period from initial retail delivery / entry into service and is subject to renewal in accordance with the Pilatus CrystalCare Subscription.

Non-exclusive agreement

It is understood and agreed that this Agreement does not grant to the Supplier any exclusive rights to do business with the Client and also that the Client may contract with other suppliers for the procurement of similar services. Nothing in the Agreement prevents the Supplier from marketing, developing, using and performing similar services or products to other potential clients.

Operator (if different from the Client)

Operators Name:

Contact Name:

Contact Email:

Contact Phone number:

Address Line 1:

Address Line 2:

Town or City:

Zip/post code:

Country:



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Definitions

"Affiliate" means a subsidiary organisation, sister organisation or an organisationally connected entity to either party.

"Change control procedures" means the agreed process to be followed when changes are required either to this Agreement or to the Services.

"Commencement date" means the date that the Agreement is considered to be effective.

"Defective or inadequate performance" means the delivery of services where the performance levels do not meet an agreed minimum criteria.

"Disclosing party" means the party who has disclosed confidential information to the other party.

"Air OPS" means applicable regulations under EU 965/2012.

"Intellectual property rights" mean the registered or non-registered ownership of patents, trademarks, registered design, know-how or copyright.

"Place of service delivery" means the address or addresses of the Client's or Supplier's premises where the Service delivery is deemed to take place.

"Receiving party" means the party who has received confidential information from the other party.

"Service availability" means the times and periods that the Supplier will make the Services available to the Client.

"Service component" means a divisible and identifiable part of the overall Services to be delivered.

"Service review meetings" mean regular meetings that are held between representatives of the Supplier and the Client specifically to discuss issues arising from the delivery of the Services including the performance of the Service delivery

"Specified services" means those Services that are specified in this Agreement.

"Standard services" means those Services that the Supplier delivers to its Clients without significant customization.

"Support and Service desk services" mean the specified support services provided by the Supplier to the Client to assist the Client's personnel to understand, operate and execute the delivered Services.



Service Level Agreement

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SCOPE OF WORK

Standard services and Software

Standard services to be delivered under this Agreement are as listed below.

Guru2 Software application

The Guru2 is a software product and package of services that allows airlines/business jet operators to perform single point take off, approach and landing calculations as well as mass and balance calculations via a Javascript based software client for any runway in Flygprestanda's airport database on an Ipad.

The main components of the product are:

- i. a graphical user interface (computer hardware and OS are not included)
- ii. an airport database containing airport/runway information, obstacles information and where necessary an engine failure take-off procedure, and
- iii. aircraft specific software algorithms for calculation of performance.
- iv. an administrative tool, BackOffice, for administration of users and devices.

General specifications

- Operates on portable computing devices using iOS operating system. The Supplier reserves the right to exclude specific versions or updates of operating systems.
- Software and database updates via the BackOffice application.
- Print functions.
- Regular monthly update of airport data in accordance with AIRAC cycle.
- Calculation of take-off, approach and landing performance (mass) according to standard and MEL configurations and runway conditions contained in the performance source data.
- User guides explaining complete functionality of user interfaces.

Airport Analysis Charts

General Information

The Flygprestanda Airport Analysis Charts are available via the Flygprestanda website, <http://www.flygp.se>. All programmed configurable take-off and landing settings are included as choice options in the user interface.

Archiving

All data calculated for the customer will be stored and categorised in the data archive for a period of 60 days, i.e., separate sub pages will show data requested from the website or data requested in the RPM (where relevant). Data will be classified as active – current, or inactive – revised or otherwise incorrect and an appropriate indication of the status will be displayed via the website. Only active data will be available to the customer for retrieval. Data retrieval is via the website and controlled by user authorisation. Data is retrieved



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as postscript file or PDF file. Airport Analysis - airport name, ICAO, runway conditions and aircraft settings - are searchable.

Airport database

The airport database consists of more than 10000 airports and the Client has the possibility to enter five airports free of charge during the contract period. The airports will be added to the database as soon as possible, at the discretion of the Flygprestanda Support Department. All staff processing airport data have the training required by the Flygprestanda AB quality system.

Should the airport be described in an AIP, Flygprestanda will enter it to the database without cost and with no reduction of the above number.

The following table describes what information Flygprestanda needs from the Client to be able to enter an airport not in the database and not in the country's AIP.

<u>Item:</u>	<u>Format:</u>	
ICAO	Text	Required
IATA	Text	Optional
City	Text	Optional
AP name	Text	Optional
AD Elevation	m/ft	Required
ARP position	Lat-Long	Optional
Mag variation	°E/°W	Optional
RWY designators		Required
RWY west end position	Lat-Long	Required
RWY east end position	Lat-Long	Required
RWY west end elevation	m/ft	Optional
RWY east end elevation	m/ft	Optional
RWY width	m/ft	Optional
PCN	PCN	Optional
For each RWY:		
Declared distances		
TORA	m/ft	Required
TODA	m/ft	Required
ASDA	m/ft	Required
LDA	m/ft	Required
Line up (0°/90°/180°)	°	Optional
Obstacle/Terrain info	Text/Lat-long, m/ft amsl	Optional
Additional info	Text	Optional

The more data provided, the better the resulting analysis will be
Optional items that are not specified, assumed values will be used in the database.
(E.g. RWY end elevations are not provided. AD elevation will be used. Slope will be zero).



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Airport Analysis

Takeoff

The following data is calculated and presented depending on layout and AFM data available.

Performance limited Takeoff Mass

V1, VR and V2

QNH correction

Approach

Approach climb limited mass for standard 2.5% approach climb gradient is presented.

Go-Around

The airport analysis does not include data for the go-around phase of flight.

Landing

Applicable Rules and Regulations

Air-OPS

FAA

Obstacle data: All obstacles inside the obstacle identification surface [Air-OPS CAT.POL.A.210] are included.

When climbing straight ahead: All obstacles issued in the AIP are considered. Obstacles that clearly will not effect the obstacle clearance may be omitted.

Other procedures: Topographical maps and other official information may be surveyed for obstacles.

Training: All staff processing airport data have the training required by the Flygprestanda AB quality system.

Engine Failure Takeoff Procedures

Standard Service

This service level agreement relates to the production of engine failure takeoff procedures (EFTP).

EFTP are described in the notes section on standard airport analyses. They are produced in accordance with Air-OPS, ICAO Annex 4- Aeronautical Charts. All obstacle information is annotated in accordance with standard Flygprestanda airport analysis layouts. Sources of information to be used include Airport Information Publications (AIP), ICAO Type A and Type B Aerodrome Obstacle Charts (AOC), Airport Obstacle Tables (AOT), SRTM (Shuttle Radar Topography Mission) data, Route Manuals and Topographical Charts.

Assumptions and preconditions

1. The standard EFTP assumes a departure on runway track (extended runway centre line) according to the obstacle information above. It presumes a minimum gross climb gradient in accordance with Air-OPS.



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Special EFTP are designed by Flygprestanda for selected runways and these may include specifically designated turn procedures.

2. The EFTP will be maintained with respect to later changes in airport data including changes to declared distances, and AOC/AOT information.

3. If the operator can discover relevant new information not included in item 2 above, this information will be used to review the EFTP.

4. Data produced is strictly according to the requirements of Air-OPS and performance source data.

5. Any Civil Aviation Authority approvals that may be required in order to perform the EFTP are the Clients responsibility. The Supplier will not seek general approvals for any procedures.

Notam handling

NOTAMs will be monitored during Swedish office hours CET 08:00-18:00 and during daylight saving time (DST).

NOTAMs handled by the Supplier are received through Brussels, Eurocontrol CFMU/EAB.

NOTAMs with the following Q-codes are manually read and evaluated.

Code	Description
MBCH	bearing strength, changed
MBCM	bearing strength, displaced
MBXX	bearing strength, plain language following the NOTAM Code
MCCH	cwy, changed
MCCM	cwy, displaced
MCXX	cwy, plain language following the NOTAM Code
MDCH	declared dist, changed
MDCM	declared dist, displaced
MDXX	declared dist, plain language following the NOTAM Code
MTCH	thr, changed
MTCM	thr, displaced
MTXX	thr, plain language following the NOTAM Code
MSCH	swy, changed
MSCM	swy, displaced
MSXX	swy, plain language following the NOTAM Code



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NOTAMs that change TORA, ASDA, TODA or LDA shall be entered in the Airport Database. NOTAM that include or exclude obstacles shall be evaluated, and if the changed obstacle situation will change the profile of the smallest strictly convex polygon including all obstacles, then the data shall be entered in the Airport Database.

Weight & Balance module

Integrated in the Guru2 software.

Service Availability

Operations Support services will be available 0800 – 1800 CET and during daylight saving time DST on Swedish working days.

NOTAMs will be monitored during Swedish office hours CET 08:00-18:00 and during daylight saving time (DST).

AIP revisions shall be entered into the Airport Database prior to effective date. A new revision shall be issued within 7 days of the agreed triggering event.

Changes shall be handled within 5 working days.

Performance Source data revisions shall be inserted, validated, tested and released not more than 30 working days after receipt of all relevant data.

Internet Services will be available 24 hours per day.

Place of Service delivery

All goods and services are produced and delivered in Malmö. Flygprestanda AB will ship any physical goods or data to the customer at the customers expense.

Changes to services

Either party may propose changes to the scope, nature or time schedule of the Services being performed under this Service Level Agreement. Such changes will follow procedures in accordance with terms and conditions of the Pilatus CrystalCare Subscription. In the event that such procedures are unavailable the parties will mutually agree to any proposed changes, including adjustments to fees and expenses as a result of any changes to the Services. All changes are to be subject to the Change control procedures and must be approved in writing by both parties.

Change Control Procedure:

The following procedure shall be used to make changes to the scope, nature and time schedule for the Service provided by the Supplier:

The nominated client representative is to submit a Service Change Request on behalf of the user to the Supplier for consideration, review and costing.

The Supplier is to review the feasibility of the Service Change Request and provide an estimate of the time and work effort.



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The Supplier is to consider the impact on contracts and agreements between the two parties and the cost of the change.

If both parties approve the Change Request, the changes in agreements and the costings the Change Request will be incorporated in the Service Level Agreement.

Client delays to services

The Supplier will be entitled to an adjustment to any penalties or refunds due in respect of inadequate performance if the Supplier is prevented from performing specific Services for any reasons beyond the control of the Supplier which are caused by the Client.

Periodical review of services

A periodical review of contracted service will be held upon request by either party. The review may take form of a physical meeting or a telephone conference.

Service Level Reporting

Reports on actual service levels achieved will be provided to the Client upon request. This will cover each Service component delivered and the performance achieved compared with target. These reports are to be provided to the Client within ten working days after the request has been made.

Support and Service desk

The Service desk will manage the client support management process and will provide first level organisation and liaison services to the Client. The Service Desk be responsible for the delivery of all support services and will provide two types of customer support during the following periods:

Standard support period: 0800 – 1800 CET, 0800 – 1800 CET Daylight saving time (DST).

Principal contact: Operations Support Team, +46 40 6420000, guru@flygp.se or support@flygp.se



CLIENT DUTIES AND RESPONSIBILITIES

Client personnel, facilities and resources

The Client will ensure the Supplier has timely access to appropriate Client personnel and will arrange for the Supplier personnel to have suitable and safe access to all necessary and relevant source information, including information from third party as defined in schedule A and B, and in the event that delivery of products or services requires access to the Client's facilities and systems. The Client will also provide suitable office space and associated resources for Supplier personnel working on-site including all necessary computing and office support resources.

Training on specialized equipment or tasks

The Client will ensure that all Client personnel who work with/on the Supplier's products, systems or equipment are adequately qualified and receive suitable training both to ensure the safety of the Client's personnel and to safeguard the Suppliers systems or equipment.

Approvals and Information

The Client will respond promptly, and in any case, within five working days, to any Supplier requests to provide direction, information, approvals, authorizations or decisions that are reasonably necessary for the Supplier to perform the services.

Client Performance Source Data

The Client is responsible to provide the Supplier with all Performance Source Data and to ensure that revisions, additional appendices and supplements are transmitted to the Supplier as soon as practicable after the Client is aware that such revisions, additional appendices and supplements are available.



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WARRANTIES AND REMEDIES

Quality of service

The Supplier warrants that the Services will be performed in a professional and workmanlike manner consistent with industry standards reasonably applicable to such services. If the Client considers that a breach of this warranty has occurred and notifies the Supplier in writing stating the nature of the breach, then the Supplier will be required to urgently correct any affected services in order that they comply with the warranty.

Indemnification

If, as a result of the Supplier's negligence, the Client or Client's employees suffer injury or property damage, the Supplier will reimburse the Client for that portion of any damages for which the Supplier is found to be liable.

Third party claims

The Supplier warrants that any works of authorship written by the Supplier's personnel will not infringe any third party copyrights, patents or trade secrets. If a third party takes action against the Client for any infringements of this nature, then the Supplier will, at its own expense, settle the claim or arrange to defend the Client in such proceedings, and, in such circumstances, the Supplier will pay all settlement costs, damages, and legal fees and expenses finally so awarded.

Exclusions

The Supplier is not responsible for any infringements to third party copyrights, patents or trade secrets where the Client has made amendments to original documents and similar works prepared by the Supplier without the express approval of the Supplier, or where the Client fails to use the most recent versions of such works that have been delivered by the Supplier.

Remedies for breaches

In the event of any defective performance from the Supplier or failure to furnish the agreed level of service, the Supplier will make reasonable efforts to restore the service to a good operating condition on an urgent basis.

Force Majeure

Except in respect of payment liabilities, neither party will be liable for any failure or delay in its performance under this Agreement due to reasons beyond its reasonable control, including acts of war, acts of God, earthquake, flood, riot, embargo, sabotage, governmental act or failure of the Internet, provided the delayed party gives the other party prompt notice of the reasons for such cause.



SECURITY

Physical Access

The Client is to ensure that the Supplier's employees and sub-contractors are given reasonable authorised access to premises and equipment in order that the Services may be delivered and maintained in accordance with the terms of this Agreement.

Logical Access

The Client is to ensure that the Supplier's employees and sub-contractors are given necessary access to the software and systems in order that the Services may be delivered and maintained in accordance with the terms of this Agreement.

Compliance with Client Security Policies

In the event that the Client operates formal security policies, the Supplier will ensure that its employees are made aware of such policies and will also ensure ongoing compliance with these policy statements. The Client will provide the Supplier with up to date information on its security policies and will keep the Supplier informed about any changes to these policies.

Information and data security measures

The Supplier will manage information and data security with reasonable efforts to restrict unauthorized access. The Supplier will make best endeavours to ensure that its employees and representatives are fully aware of the risks associated with information and data security issues.

Disaster recovery

The Supplier will ensure that information and data under its responsibility is properly backed up on a daily basis and also that arrangements are made for recovery processes to be installed to minimize any potential disruption to the Client's business. The Supplier is required to ensure that proper measures are in place to enable continuation of services in the event of unexpected disruptive events. These measures should include implementation and pre-testing of formal disaster recovery and business continuity planning within the Supplier's business.



INTELLECTUAL PROPERTY RIGHTS AND CONFIDENTIAL INFORMATION

Intellectual property rights

Both parties acknowledge the Intellectual property rights of the other party whether registered or not.

Confidentiality

Both parties agree to keep confidential all information concerning the other party's business or its ideas, products, customers or services that could be considered to be "confidential information". "Confidential information" is any information belonging to or in the possession or control of a party that is of a confidential, proprietary or trade secret nature and that is furnished or disclosed to the other party. Confidential information will remain the property of the Disclosing party and the Receiving party will not acquire any rights to that confidential information.

Court Orders

If the Receiving party receives a Court Order to divulge any confidential information belonging to the Disclosing party, then the Receiving party is permitted to release such information to the court in accordance with any Court Order so served.

Destruction of data and records or return on termination

Upon termination of this Agreement, the Receiving party, at the option of the Disclosing party, will return or destroy all confidential information belonging to the other party.



LEGAL COMPLIANCE & RESOLUTION OF DISPUTES

Governing law

The laws pertaining in the jurisdiction of the Country or State where the Supplier's principal office is located will govern this Agreement.

Export control

Both Supplier and Client agree to comply fully with all relevant export laws and regulation of the country or countries where their offices are located.

Informal Resolution

In the event of dispute, the parties will attempt to resolve any such disputes through informal negotiation and discussion. Formal proceedings should not be commenced until such informal negotiations and discussions are concluded without resolution.

Arbitration

Any unresolved dispute should be referred to a qualified independent arbitrator acceptable to both parties. The arbitrator will have no authority to award any damages that are excluded by the terms of this Agreement. In the event that a suitable independent arbitrator cannot be identified and agreed on by both parties, then the courts shall be requested to appoint one.

Limitation of action

Neither party may bring proceedings more than 18 months after the actual event occurred except for proceedings for non-payment.

Limitation of liability

Should the Client become entitled to claim damages from the Supplier, the Supplier will be liable only for the amount of the Client's actual direct damage up to the amount that the Supplier has actually received from the Client as payment for the specific services or items that are the subject of the claim. The Supplier is not responsible for any damages caused by the failure of the Client or its Affiliates or other suppliers to perform their responsibilities. The limitation of liability included in this section will survive this Agreement.



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TERMINATION

Termination after initial agreement term

This Agreement commences on the Commencement date for an initial period of 60 months. Thereafter, the Agreement is subject to renewal in accordance with the Pilatus CrystalCare Subscription.

Termination for cause

If either party fails to perform its obligations under this Agreement, and does not, within 30 days of receiving written notice describing such failure, agree to take measures to cure such failure, then this Agreement may be terminated forthwith. If the failure has not been resolved satisfactorily within 90 days of receiving the written notice, either party may terminate this agreement by giving a 30 day written notice to the other party.

Payment on termination

In the event of termination of this Agreement for any cause, the Supplier will continue to be paid up to the effective date of termination for any fees or expenses due for services delivered up to that date.



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GENERAL

Standard of care

Each party will act in good faith in the performance of its respective duties and responsibilities and will not unreasonably delay or withhold the giving of consent or approval required for the other party under this Agreement. Each party will provide an acceptable standard of care in its dealings with the other party and its employees.

Assignment

Neither party may assign or otherwise transfer this Agreement without the prior written consent of the other party. In the event that consent for assignment is given, the terms of this Agreement will be binding upon each party's respective successor.

Entire Agreement

This document constitutes the entire agreement between the parties and supersedes all other prior agreements between the parties for the provision of such services.

Severability

The provisions of this Agreement shall be deemed severable, and the unenforceability of any one of the provisions shall not affect the enforceability of other provisions. In the event that a provision is found to be unenforceable, the parties shall substitute that provision with an enforceable provision that preserves the original intent and position of the parties.

Changes to the Agreement

All changes to this Agreement must be approved in writing by authorised officials of both parties.



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SIGNATURES

For and behalf of the Supplier

Signature :

Name : Jonas Fredenholm

Position : Managing Director

Supplier : Flygprestanda AB

Date : (mm/dd/yyyy)

For and behalf of the Client

Signature :

Assinado por:

Suely Lopes Ribeiro

5B5C85C8739941A...

.....

Name :

Position :

Client :

Date : (mm/dd/yyyy)

Certificado de Conclusão

Identificação de envelope: 4C1F50BD-1025-86BE-8193-4724C2089563
Assunto: Please DocuSign: PC-24 MSN 146 CrystalCare Transfer Contracts
Envelope fonte:
Documentar páginas: 83
Certificar páginas: 5
Assinatura guiada: Ativado
Selo com Envelopeld (ID do envelope): Ativado
Fuso horário: (UTC-07:00) Hora das Montanhas (EUA e Canadá)

Status: Concluído

Remetente do envelope:
Kira Bandimere
12300 Pilatus Way
Broomfield, CO 80021
kira.bandimere@pilatus-aircraft.com
Endereço IP: 205.169.194.253

Rastreamento de registros

Status: Original
abr 20, 2026 | 14:27
Portador: Kira Bandimere
kira.bandimere@pilatus-aircraft.com

Local: DocuSign

Eventos do signatário

Kira Bandimere
kira.bandimere@pilatus-aircraft.com
Temporary Customer Relations
Pilatus Business Aircraft Ltd
Nível de segurança: E-mail, Autenticação da conta (Nenhuma)

Assinatura

Concluído

Usando endereço IP: 205.169.194.253

Registro de hora e data

Enviado: abr 20, 2026 | 14:52
Visualizado: abr 20, 2026 | 14:52
Assinado: abr 20, 2026 | 14:52

Termos de Assinatura e Registro Eletrônico:

Não oferecido através da Docusign

Suely Lopes Ribeiro
suely.ribeiro@rfb.gov.br
Nível de segurança: E-mail, Autenticação da conta (Nenhuma)

Assinado por:

5B5C85C8739941A...

Enviado: abr 20, 2026 | 14:53
Visualizado: abr 22, 2026 | 06:41
Assinado: abr 22, 2026 | 07:01

Adoção de assinatura: Estilo pré-selecionado
Usando endereço IP: 45.70.146.21

Termos de Assinatura e Registro Eletrônico:

Aceito: abr 22, 2026 | 06:41
ID: 78a38b7e-9ce4-4e36-9ad6-c31c72281444

Rubens Migliatti
rubens.migliatti@synerjet.com
SYNERJET BRASIL
Nível de segurança: E-mail, Autenticação da conta (Nenhuma)

Concluído

Usando endereço IP: 177.137.102.205

Enviado: abr 20, 2026 | 14:53
Visualizado: abr 20, 2026 | 15:31
Assinado: abr 20, 2026 | 15:38

Termos de Assinatura e Registro Eletrônico:

Aceito: jun 12, 2024 | 08:12
ID: 6cc53ee1-378d-46ae-964f-c91138cb9738

Kira Bandimere
kira.bandimere@pilatus-aircraft.com
Temporary Customer Relations
Pilatus Business Aircraft Ltd
Nível de segurança: E-mail, Autenticação da conta (Nenhuma)

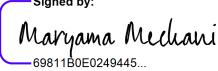
Initial

Adoção de assinatura: Estilo pré-selecionado
Usando endereço IP: 205.169.194.253

Enviado: abr 22, 2026 | 07:01
Visualizado: abr 22, 2026 | 10:05
Assinado: abr 22, 2026 | 10:07

Termos de Assinatura e Registro Eletrônico:

Não oferecido através da Docusign

Eventos do signatário	Assinatura	Registro de hora e data
Maryama Mechani maryama.mechani@pilatus-aircraft.com Nível de segurança: E-mail, Autenticação da conta (Nenhuma)	Signed by:  69811B0E0249445... Adoção de assinatura: Estilo pré-selecionado Usando endereço IP: 161.69.16.48	Enviado: abr 22, 2026 10:07 Visualizado: abr 22, 2026 14:04 Assinado: abr 23, 2026 00:08

Termos de Assinatura e Registro Eletrônico:
Aceito: abr 22, 2026 | 14:04
ID: 284831db-55b4-4a20-be16-957f9c22daef

André Zimmermann andre.zimmermann@pilatus-aircraft.com Nível de segurança: E-mail, Autenticação da conta (Nenhuma)	Signiert von:  2F5B2012FC32486... Adoção de assinatura: Imagem de assinatura carregada Usando endereço IP: 178.197.222.12 Assinado com o uso do celular	Enviado: abr 23, 2026 00:08 Visualizado: abr 23, 2026 12:55 Assinado: abr 23, 2026 12:55
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Termos de Assinatura e Registro Eletrônico:
Aceito: abr 23, 2026 | 12:55
ID: 934853d5-c6fd-4f2a-ba50-e2d7fc067fef

Eventos do signatário presencial	Assinatura	Registro de hora e data
Eventos de entrega do editor	Status	Registro de hora e data
Evento de entrega do agente	Status	Registro de hora e data
Eventos de entrega intermediários	Status	Registro de hora e data
Eventos de entrega certificados	Status	Registro de hora e data
Eventos de cópia	Status	Registro de hora e data
Rafael Mendes Moraes rafael.moraes@rfb.gov.br Nível de segurança: E-mail, Autenticação da conta (Nenhuma)	Copiado	Enviado: abr 20, 2026 14:53 Visualizado: abr 20, 2026 17:32
Termos de Assinatura e Registro Eletrônico: Não oferecido através da Docusign		

Eventos com testemunhas	Assinatura	Registro de hora e data
Eventos do tabelião	Assinatura	Registro de hora e data
Eventos de resumo do envelope	Status	Carimbo de data/hora
Envelope enviado	Com hash/criptografado	abr 20, 2026 14:52
Envelope atualizado	Segurança verificada	abr 20, 2026 15:38
Envelope atualizado	Segurança verificada	abr 22, 2026 07:01
Entrega certificada	Segurança verificada	abr 23, 2026 12:55
Assinatura concluída	Segurança verificada	abr 23, 2026 12:55
Concluído	Segurança verificada	abr 23, 2026 12:55

Eventos de pagamento	Status	Carimbo de data/hora
Termos de Assinatura e Registro Eletrônico		

CONSUMER DISCLOSURE

From time to time, Pilatus Business Aircraft (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign, Inc. (DocuSign) electronic signing system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the "I agree"™ button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after signing session and, if you elect to create a DocuSign signer account, you may access them for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign "Withdraw Consent"™ form on the signing page of a DocuSign envelope instead of signing it. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures

electronically from us.

How to contact Pilatus Business Aircraft:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: david.kodey@pilatus-aircraft.com

To advise Pilatus Business Aircraft of your new e-mail address

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at david.kodey@pilatus-aircraft.com and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

In addition, you must notify DocuSign, Inc. to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in the DocuSign system.

To request paper copies from Pilatus Business Aircraft

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to david.kodey@pilatus-aircraft.com and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Pilatus Business Aircraft

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your DocuSign session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to david.kodey@pilatus-aircraft.com and in the body of such request you must state your e-mail, full name, US Postal Address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari®, 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies

** These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

Acknowledging your access and consent to receive materials electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the "I agree"™ button below.

By checking the "I agree"™ box, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC CONSUMER DISCLOSURES document; and
- I can print on paper the disclosure or save or send the disclosure to a place where I can print it, for future reference and access; and
- Until or unless I notify Pilatus Business Aircraft as described above, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by Pilatus Business Aircraft during the course of my relationship with you.