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**To Irmantas Kisielius**  
Sales manager  
**Baltic Ground Services**  
Rodūnīos kelijs 6  
LT-02187, Vilnius, Lithuania

Marupes settlement,  
25 February, 2016

We are working with BGS in Vilnius airport for many years already. During our cooperation BGS in Vilnius airport shown their high standard quality of services, professionalism, adaptability, willingness to help, even in very difficult situations which can be raised by charter airlines, organizing very fast and safe ground handling with on-time departure even if request came hour before departure.

Smart-Lynx Airlines, as a leading ACMI provider, can confirm, that we harbour no ill feelings and highly appreciate services of BGS in Vilnius airport. We strongly recommend to use BGS as GH provider in VNO, as we have experience to get best price/quality ratio and almost always on-time departure. As well BGS shown their adaptability with possibility to perform any service required and organize it in a very short time.

For and on behalf of  
Smartlynx Airlines LTD

A handwritten signature in blue ink, appearing to read "Rinalds Vilgerts", is written over a horizontal line.

Rinalds Vilgerts  
Ground Operations Department Manager

