



Dear Valued Customer,



I would first like to thank you for flying Allegiant and for taking the time to reach out to us. As Allegiant's vice president of operations, I oversee all flight operations, regulatory compliance and flight standards. That means my teams are responsible for your safety and security every time you step on one of our planes. I am also a pilot, and have captained thousands of flights. I've flown my own family members and friends, and likely some of yours, too.

I want to tell you personally that I am outraged and astounded by the irresponsible, grossly misleading story aired by CBS *60 Minutes*. The story is outdated, bears no resemblance to the Allegiant I know, and shows a real and troubling misunderstanding of the FAA's rigorous oversight of Allegiant and all US airlines, which is truly the worldwide gold standard in transportation safety.

To you, a member of our Allegiant family of travelers, I want to be very clear: *safety is at the core of every aspect of our operation, every day*. Allegiant complies with all FAA requirements and participates in numerous voluntary safety programs to ensure we operate at the highest possible standard.

It has come to our attention that the *60 Minutes* story was instigated by a terminated employee currently involved in a lawsuit seeking money damages from the company. Incidents referenced are years old, and took place before our most recent, comprehensive FAA audit. The story breaks no news.

If *60 Minutes* had been interested in current information, they would have reported that today, according to just-released Department of Transportation data, Allegiant is a leader in reliability, with [the second-lowest cancellation rate among all US airlines](#).

Our 4,000 dedicated and hard-working team members operate thousands of flights each week. We have safely carried nearly 90 million passengers since Allegiant started up in 2001 – folks like you who are visiting family, coming home from college or heading out on a well-earned vacation. We are continuing to invest in training, technology and infrastructure to make our operation ever stronger, and provide you with safe and affordable access to travel.

Please know you are our daily motivation, and we will not let you down. We appreciate your business and can't thank you enough for your support over the years.

Best regards,

Captain Eric Gust
Vice President of Operations