BOMBARDIER PROVIDES ENHANCED WORLDWIDE CUSTOMER EXPERIENCE WITH EXTENSIVE SERIES OF CUSTOMER SUPPORT EVENTS

News / Business aviation, Maintenance / Trainings, Manufacturer

- **Bombardier to host more than 25 customer support events in 2018, including Maintenance & Operations (M&O) conferences, Advisories, Product and Service Focus Groups, Local Airport Area Roadshows**
- **Series of five M&O conferences to be hosted worldwide, including in Hong Kong, the U.S. and Croatia**
- **Opportunity for customers and operators to learn more about the latest in *Bombardier* products and services**

Bombardier Business Aircraft is demonstrating its commitment to worldwide customer experience with an extensive series of 2018 M&O conferences and regional events beginning May 8-9, 2018, in Hong Kong. These touchpoints are an opportunity for customers and operators from around the world to hear about the latest developments and relevant topics related to Bombardier's *Learjet*, *Challenger* and *Global* aircraft.

"These conferences are one of many ways we communicate and connect with our customers worldwide on a day-by-day, 24-7 basis," said Jean-Christophe Gallagher, Vice President and General Manager of Customer Experience, Bombardier Business Aircraft.

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“Customers and operators can provide feedback on our products and services, which is invaluable information to ensure we continue to deliver exceptional products and unparalleled service”.

This year, the 2018 regional M&O conferences will travel to five cities across Asia, North America and Europe, concluding in Dubrovnik, Croatia in order to reach the fleet of 4,700 *Bombardier* aircraft located around the world. These regional conferences enable face-to-face meetings with customers, further building and strengthening relationships within each region and catering to their specific needs.

The 2018 regional M&O conferences are scheduled for:

- May 8-9 Hong Kong
- June 11-12 White Plains, NY
- June 14-15 Dallas, TX
- June 19-20 Marina del Rey, CA
- September 25-26 Dubrovnik, Croatia

As in previous editions, this year’s M&O conferences will provide in-depth information on Bombardier’s latest products and services, including connectivity solutions, as well as Bombardier’s portfolio of customer response and support services. In addition, this year’s conference in Hong Kong will feature a safety session presented by Pat Daily, President, Managing Partner and a founding partner of Convergent Performance, LLC, a company dedicated to reducing human error in high-risk industries. Mr. Daily will look at the current state of professionalism in aviation.

In addition to the five M&O conferences, Bombardier has a full roster of worldwide customer-focused events planned in 2018 to cater to its customers and operators located around the world, including four product and service focus groups, eight customer advisories, six local airport area roadshows and its annual Safety Standdown seminar.

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