



Dear Customer,

At Emirates SkyCargo we pride ourselves as being a customer focused organisation. We put our customers and their requirements at the centre of all that we do.

Increasingly, we have received feedback from our customers that given the scenario of volatile fuel prices in the market, it is extremely important to have a smart and flexible pricing mechanism that is dynamic and able to adapt to rapidly changing market conditions in a transparent manner.

With this feedback in mind we are now moving into a pricing structure that will include a component for fuel surcharge differentiated for short, medium and long haul flights, based on chargeable weight. The fuel surcharge will come into effect from 23 April 2017 based on the AWB issuing date, and will be applied on a network-wide basis to all AWB.

This is not a traditional implementation of a flat rate for fuel surcharge but a smart mechanism that reflects the reality and impact of fuel costs incurred every time that there is a movement in fuel prices. The mechanism for calculating the surcharge is available on our website www.skycargo.com.

I am available to answer any questions you may have in relation to the implementation of the fuel surcharge, so please do not hesitate to contact me for further clarification.

Emirates SkyCargo remains committed to the needs of our customers and to the highest standards of service delivery.

Yours Sincerely



Stephane Argoud
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