

To Whom it May Concern,

My name is [REDACTED] and I am the Chief Pilot/Aviation Department Manager for [REDACTED] in [REDACTED]. Like most aviation professionals I had a healthy mistrust for anyone in our great industry who made a living in the brokerage/consultation fields. So when time came for our department to upgrade aircraft in the spring of 2004 I was reluctant at best and not looking forward to the necessary evil of dealing with a broker.

I can honestly say now however that my opinion has changed. At least when I speak of one person specifically. Jack Arnold was a professional from the beginning. Through his knowledge and resources Jack was very insightful in helping our flight department marry the best type of aircraft with our specific flight profiles. Once a decision was made on which type of aircraft to look for, Jack once again played a pivotal role in finding the best aircraft of that make and model. The aircraft that we eventually purchased wasn't even on the open market and we would have never found it had Jack not brought it to our attention. In fact, when Jack brought us the specs. and asking price for this particular airplane, I had another broker tell me that it was too good to be true. This broker went on to say, "if he has this airplane at this price, I'll buy it myself!" Long story short, the deal was good, the other broker did not buy the airplane and we did. Jack did an outstanding job of matching the right buyer with the right seller and effectively beat the competition to the punch.

Through his professional approach with aiding my flight department in our recent aircraft purchase I would think of calling no one other than him for any future need I have in aircraft purchasing/selling. In fact, I use Jack's expertise in areas outside of buying or selling airplanes. I routinely will call him up to bounce ideas off of him or to see what his thoughts or opinions are on various subjects related to the day to day runnings of a professional flight department. Jack is not only an aviation professional that I would recommend to another flight department but he has also become a personal friend of mine, and that's saying a lot considering my opinion of his fellow tradesmen!

Feel free to contact me directly with any additional questions at this email address:

[REDACTED] Good luck to your flight departments.

Sincerely,

[REDACTED]  
Chief Pilot/Aviation Department Manager  
[REDACTED]