



08 February 2018

Dear Industry Partners,

It is with pride that I share with you that Philippine Airlines has earned a **4-Star Airline Rating** from Skytrax, the renowned international air transport rating organization. This recognition brings honor to our country and to Filipinos around the world.

**Skytrax'** Certified Airline Rating System is recognized as the benchmark of global airline standards. These ratings are based on in-depth quality analyses of frontline product and service standards, including a well-established objective evaluation process that uses global quality metrics.

Philippine Airlines undertook a top-to-bottom reinvention through various initiatives: establishment of a Buong Pusong Alaga (Wholehearted Service) Service Culture, Aircraft Fleet Modernization, Product Innovations, and Facility Upgrades in order to achieve the coveted 4-star rating.

We are challenging ourselves to deliver the desired customer experience through quality products and whole-hearted service that comes from the Heart of the Filipino.

With heartfelt appreciation, we recognize your invaluable contribution and support to our endeavor. As we soar to greater heights with you on our side, we are confident that Asia's first will be the Asia's best.

Mabuhay!

**RYAN T. UY**

Vice President- Sales