November 2, 2026

Dear Customers,

On Sunday afternoon, a Learjet 60 operated by another company was involved in a tragic accident in South Florida. We are all deeply saddened, and our thoughts are with the families of those on board and everyone affected.

None of our aircraft, crew members, or personnel were involved.

The National Transportation Safety Board is investigating, and we are in close contact with Bombardier, which will keep us informed of anything relevant to our fleet.

We know you and some of your clients have questions about flying right now, and those concerns are completely understandable. We don't know what caused this accident, and we won't speculate. However, we've received questions about how we handle severe weather, so we want to answer them directly.

How Jetvia handles weather:

- When convective activity is present, our procedures follow FAA guidance to keep our aircraft at least 20 nautical miles away from storms.
- We route around storms laterally. We do not fly through them or attempt to climb over them.
- If a safe route isn't available, our crews delay, divert, or cancel the flight.
- Our pilots have full authority to make those calls, and no trip, customer, or schedule will ever outweigh their decisions.
- Our manuals require crews to call in and get approval to operate when weather conditions are present. These phone calls are with our senior-level operations staff (Chief Pilot, Director of Operations, etc.), and routing and performance are always reviewed.

Our approach sometimes means a longer route, a later departure, or a fuel stop your client didn't expect. Most of the community is very aware of Jetvia's conservative approach to trips.

The Learjet 60 has been flying for more than three decades. More than 400 have been built, and together they have accumulated millions of flight hours with operators worldwide. It is built and certified to the FAA's transport-category (Part 25) standards, the same standards that apply to commercial airliners.

As the world's largest operator of Learjets, Jetvia knows this aircraft better than almost anyone. We stand by the aircraft, the manufacturer, and the millions of hours flown on the fleet.

We're happy to walk through trips with any client who has questions. We understand that some passengers may want a little extra reassurance right now, and our team is always available to talk with them directly. We remain fully confident in the Learjet 60, in our crews, and in the procedures that guide every flight we operate.

Please find contact details below:

- Nick Tyson, President: +1 (512) 466-1065
- Jacob Wall, VP of Operations: +1 (916) 342-6776
- Alex Katkov, Chief Pilot: +1 (612) 849-0708

Thank you for your partnership and for the trust you place in us.

Sincerely,

Jetvia Team