



April 1, 2020

Attn:
Business Owner / Manager

HAWAII NEIGHBOR ISLAND PRINT DISTRIBUTION PROGRAM MAGAZINES & SLIM JIMS — SERVICE SUSPENSION NOTICE

Aloha,

The Hawaii Neighbor Island Airport Print Distribution Program (PDP) has become significantly impacted by the COVID-19 pandemic, Hawaii Government proclamations and the Hawaii Tourism collapse. We understand how this crisis has also seriously affected nearly all of our customers, with many businesses being forced to implement massive layoffs and temporary shut downs. The crisis is deeply affecting us all, requiring immediate cost-saving actions as we ride this out together and focus on survival.

In the past couple of weeks, we have received massive cancellation requests from our PDP customers and we expect nearly all publishers and businesses participating in the program will end up needing to cancel or pause due to the crisis.

In response to these harsh realities, Hawaii Airport Advertising recently requested permission from the State of Hawaii Department of Transportation, Airports Division (DOTA) to immediately suspend the PDP program. Without this permission, we are required to follow the State contract and the previously approved Policies & Procedures for the Magazine and Slim Jim services (which requires us to charge set fees to all clients, without exception or preference).

Today, April 1, 2020, we received written approval from State of Hawaii DOTA, granting us permission to immediately suspend the program until further notice.

Effective today, April 1, 2020, the Hawaii Airport Advertising Print Distribution Program is officially suspended, until further notice. We will be working closely with the State of Hawaii DOTA and HTA to monitor flight traffic and the return of Hawaii Tourism as the COVID-19 pandemic unfolds. Once any relevant updates regarding the PDP magazine/slim jim program become available, you will be notified.

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IMPORTANT INFORMATION & NEXT STEPS

- If you have already pre-paid for April 2020 magazine and/or slim jim distribution service, we will be issuing 100% refunds and they will be processed without delay. Please allow up to 2 weeks for this to be processed on our end.
- Any payments for service before April 1st, 2020 will not be refunded.
- If there are any billing questions please contact us at: billing@hawaiiairportadvertising.com
- As it relates to magazine/slim jim storage, or to organize return of your publications, please contact Maui Circulation at: ahren@mauicirculation.com

Wishing you safety and Aloha during this trying time for us all,

A handwritten signature in black ink, appearing to read "Jack Dugan".

Jack Dugan
Director, Hawaii Airport Advertising