

## Austrian Airlines, Lufthansa German Airlines and Swiss International Air Lines further integrate their Sales Activities in Serbia

Dear Customer, dear Partner,

After the successful completion of the integration of Austrian Airlines into the Lufthansa Group, Lufthansa German Airlines, Austrian Airlines and Swiss International Air Lines have decided to further integrate their sales activities in Central Europe and act as an integrated sales team in all countries in the region as of 1st January 2010. In order to gain maximum effectiveness and generate the synergies of working even closer together, the sales units of the three airlines in Serbia will be led by Austrian Airlines.

While Lufthansa, Austrian Airlines and SWISS will retain their distinctive brands and individual market positioning, we will offer you a streamlined and an even more attractive offer to allow you to gain further benefits by choosing us as your airlines of choice. On top of further harmonized networks, there will be more coordinated prices for the ticket sales, thus even more competitive price offers and flexibility, as well as a fully integrated sales unit with a joint sales approach, e.g. with joint contracts and joint development of the market.

On this integration path, Austrian Airlines, Lufthansa and SWISS will move under one roof in due time and also establish all necessary tools for a fully integrated sales process.

The main aim of this new joint sales approach is to reap the maximum possible benefits for you, our valuable customers and partners. While several details are still being worked out, the joint sales is a milestone for the cooperation of Austrian Airlines, Lufthansa and SWISS and further strengthens the role of the Lufthansa Group Airlines as a strong partner for you in the Serbian market.

Best regards,



Tamur Goudarzi-Pour  
General Manager Central Europe  
Lufthansa German Airlines



Kurt Reimann  
Director Sales Core Markets  
Austrian Airlines



Malte Bischoff  
Director Head of Sales Europe East  
Swiss International Air Lines