



Aviation Resource Group

RE: Milan Rakic and Aviation Resource Group (“ARG”)

3495 SW 9<sup>th</sup> Ave

Fort Lauderdale, FL 33315

To Whom it May Concern:

I am writing today to thank ARG, and specifically Milan Rakic, for the top notch service, advice, and on-going support we received during the process of acquiring our Challenger 604. The level of service we received during search, diligence, purchase, closing and post- closing can be described with any prime time euphemism you can think of: “white-glove” “platinum”, “concierge”, and “trusted advisor”.

It’s one thing to make ebullient overtones about our experience, but it is fairly easy to back up the claims by citing the key areas that made our experience with Milan and ARG so memorable.

1. General expertise in the private aircraft market. Milan not only understands the market and it’s economics, he truly listened to what we wanted and directed us to the most fitting aircraft. He also understands the psychology on both the buy and sell side, and that experience was helpful during the negotiations.
2. Responsiveness. I think the mean response time to any email, phone or text inquiry to Milan was < 5 minutes. Truly impressive especially when things were going on at night or on the weekends.
3. Mechanical expertise. During the pre-buy and inspections, Milan and his team contributed many key items and worked closely with our pilots and FBO team to make sure absolutely nothing was missed.
4. Friendly demeanor. Milan is truly one of the most affable people I have ever dealt with in business.
5. Advisory. From cabin management systems, to finding the best places to service our Challenger, to contractual language, to connections in the industry, Milan’s opinions and advice were always credible. They were often more insightful than the advice we received from other people in the chain on both sides.
6. Post-Sale Support. I remember Milan telling me on our first conference call that he would “be there for us” whenever we needed anything, because it’s not the “first buy or first sale” that mattered to him....it was building a long term relationship for the next buy or sell. I laughed but he knew even then that “we’d be back”. Once you are addicted to private travel, you are “all in”.

In closing, I would like to reiterate that the experience with ARG and Milan was among the best service I (and speaking for my two business partners) have ever experienced when dealing with a high end asset purchase. I offer my highest recommendation, and would be happy to speak to anyone as a reference for ARG and Milan.

Sincerely,

Eric Schaefer

CEO

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