



March 26, 2020

Dear Bell Customer,

During these challenging and unprecedented times, we wanted to assure you of our business continuity and what we are doing to keep you safely flying. Bell is committed to help you in any way we can with parts, services and support.

We are evaluating our commercial business operations and adapting to meet any challenges. Currently, all our global operations are open and conducting business. In some locations, we have modified our operations to limit the number of personnel in our facilities at one time. We have implemented a strict travel policy for our employees to prevent the spread of the illness and cancelled or postponed activities such as Air Show participation, Customer Service Facility meetings and large conferences.

The safety and well-being of everyone is our top priority. We're monitoring the ongoing situation and as things evolve, we will keep you informed.

**New Aircraft Deliveries:**

Our completion centers are currently operating at capacity. Given the border restrictions in some of the countries we operate, we may request changes to your contract to accept your new Bell aircraft in another location to navigate any restrictions from the CDC, WHO or local governing authorities. If this is the case, you will be notified by your Regional Sales Manager shortly.

**Spare Parts:**

All our warehouses are operating and fulfilling orders. In some locations, with modified hours of operations, we may incur additional order processing time and would like to request that you place your orders as soon as possible. Bell and Textron are in daily contact with our carriers to ensure we can ship parts domestically and internationally. However, we anticipate delays and are evaluating solutions to minimize the impact on your operations. For AOG support, please contact your order administrator directly so we can get you back in the air.

**Support:**

Our global team of Customer Support Engineers (CSE), Product Support Engineers (PSE) and Technical Publications specialists are available to assist with your technical support needs. The support team can be contacted through normal communication channels (phone or email) listed on MyBell.com. Visits to customer sites by Bell employees are limited due to travel restrictions and concern of employee/customer exposure, but exceptions are being evaluated for AOG support and specific customer needs.

**Service:**

For aircraft in a Bell hangar for maintenance and/or overhaul, please check with the local site management prior to pick up as some locations are experiencing difficulties with government implemented travel restrictions. However, all our sites are currently open and working on your aircraft.

**Training:**

The Bell Training Academy is open and training customers, barring any travel restrictions by the U.S. State Department on entry into the country. We have taken numerous proactive measures to ensure our training areas and devices are fully sterilized daily and practicing safe distancing. If a customer has any conflict with arrival or general concerns about travel, please reach out to the BTA to reschedule training right away at no penalty for the change.

As circumstances change, we may reach out with more information or an update. In the meantime, please know that we appreciate your continued support of Bell and your business.

Sincerely,



Susan Griffin  
EVP, Commercial Business