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Date : 19 April 2010
To : All CX & KA Appointed Cargo Agents
From : Cathay Pacific Cargo / Dragonair Cargo – Cargo Sales Hong Kong
Subject: Icelandic Volcano Updated Situation

Dear Valued Customer,

On behalf of Cathay Pacific, I would like to apologise for the severe delays in our European service caused by the Icelandic volcano.

I would like to update you on the latest situation:

- A. CX's online ports in Europe remain closed to freighter operations.
- B. At most European ports it is anticipated that passenger aircraft will be given priority once airports reopen.
- C. At the moment, CX also have quite a number of backlog on hand in Hong Kong. CX will only be able to start accepting new bookings once most of backlog has been moved – anticipated to take up to 3 days – after European ports reopen.
- D. CX will then start honouring existing allocations.

Cathay Pacific would like to apologise to you and your customers for these delays. We will keep you updated as soon as European airports start to reopen.

We will continue to look at whether we can mount interim charter operations to alternative cities such as Madrid, Istanbul, etc, prior to main hubs reopening.

We appreciate your continued support in these difficult times.

Yours faithfully,

Cathay Pacific Cargo/Dragonair Cargo

<<End Facsimile>>

KT/EW