



SERVICE INFORMATION LETTER

SIL N° S-GEN-22-004

DATE: November 30, 2022

REV.: /

To: All Leonardo Helicopters Customers

SUBJECT: Leonardo Helicopters Customer Portal - Training Services Update

Helicopters Affected: All Leonardo Helicopters products

References:
IL GEN-20-090

Dear Customer / Operator,

Leonardo is continuously working and committed to provide effective, user friendly and secure services solutions to all its Customers through the Leonardo Customer Portal.

As a further evolution of the services available, Leonardo Helicopters (LH) wishes to inform you about an important enhancement to the Customer Portal and the E-Commerce Store: Training Services are now embedded within Leonardo E-Commerce platform in order to offer a unique single entry point for the acquisition of LH services.

Requests for Quotation (RFQs) and Purchase Orders for Training courses can now be submitted and accessed also through the portal by the Customers. This new feature is immediately available for all training services delivered through the LH Training Academy Italy and will be extended to all the LH geographies of the Training Academy worldwide in the first quarter of 2023.

In addition, a new section of the Customer Portal named "Leonardo 4 Training" is available granting to the Operators the possibility to monitor and track all the training activities with LH Training Academy. Important features such as Training Schedule of each student, Dry Hours Simulator Slots management, students log and administration are available inside this section.

Leonardo Helicopters Customer Portal - Training Services Update

A detailed presentation about the E-Commerce and the Customer Portal is available through the instructional videos at the following links:

[E-Commerce Video](#)

[Leonardo4Training Video](#)

To receive assistance and further clarification about Leonardo Customer Portal on boarding, please contact your assigned Customer Account Manager or refer to leonardo.mbx@leonardo.com

Thank you for operating our Products and using our Services!

Yours Sincerely,



Paolo Petrosso
Leonardo Helicopters
Vice President
Simulation & Training