



SERVICE INFORMATION LETTER

SIL N° S-GEN-23-006

DATE: December 21, 2023

REV.: /

To: All Leonardo Helicopters Customers

SUBJECT: Leonardo Helicopters – Training Academy student’s survey

Helicopters Affected: All Leonardo Helicopters products

Dear Customer / Operator,

Leonardo is continuously working and committed enhancing the Customer and Student experience at Leonardo Helicopters (LH) Training Academy Worldwide.

In this regard, LH wishes to inform you that starting from the 8th of January 2024, a new platform will be introduced in order to acquire the student’s feedback at the end of each course delivered by LH Training Academy.

This new tool will introduce an advanced user experience with the aim of facilitating the collection of the students’ contribution on our continuous improvement journey.

LH considers each student’s opinion to be very precious. This student survey enhancement, both on the platform and on the questionnaire, will further boost our “listen to the voices of our students” approach in order to further improve the LH training services.

Thank you for operating our Products and using our Services!

Yours Sincerely,

A handwritten signature in blue ink, appearing to read "Paolo Petrosso", is written over a horizontal line.

Paolo Petrosso
Leonardo Helicopters
Vice President
Simulation & Training
