



Message from Steven Palombo, Manager Air Mauritius (Australia)

I am very pleased to commence my new role of Manager Australia for Air Mauritius.

I join Air Mauritius at a time when airlines across the globe face enormous challenges. Air Mauritius is not immune to these. Locally in Australia our operation faces tough economic conditions; competition from rival tourism destinations is ever increasing, so too is competition from other airlines. However, we have the opportunity now to make some carefully informed strategic changes across several areas and make significant inroads. This process has already begun.

One of the initial areas of focus is to appoint a new General Sales Agent (GSA) whose responsibility will include reservations, sales, ticketing and distribution of Air Mauritius in Australia. We are in the final stages of negotiations and hope to be in a position shortly to announce and implement this new agreement. Our focus in structuring the new agreement is professionalism at all levels and delivery of an efficient operation in Australia.

We also understand that a consistent flight operating schedule must be in place to better serve our customers. Air Mauritius currently has one flight per week operating from Mauritius to Perth to Melbourne. The flight then returns to Perth and then onto Mauritius. This schedule will be maintained at least through to March 2010, providing our valued passengers and industry partners' surety and confidence when making bookings. I am pleased to advise that during the December and January holiday period we have added flights to cater for high demand, particularly from those passengers returning to Mauritius to be with family and friends. We will operate two additional direct flights - one between Melbourne and Mauritius and another between Perth and Mauritius. This additional capacity is already selling fast so I encourage you to book early for the best fares.

There will also be a conscious effort to improve the information flow with key stakeholders. This will include improved communications with the Mauritian community in Australia which has provided much support and loyal patronage to Air Mauritius over many years. Improved relations with industry partners will also be a focal point.

Air Mauritius has certainly had its challenges over recent times however, the timing is ripe to take a positive leap forward and make significant inroads from which we can all benefit. I sincerely thank you for your patronage thus far and am grateful for your continued support.

Yours Sincerely,

Steven Palombo

Manager Australia

Air Mauritius

3 August 2009