



## American General Supplies, Inc.

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Our business is to keep you flying.....



January 7, 2011

To: All Customers

Subject: AGS A.O.G. Desk Coverage Update

In general, AGS reviews its policies and procedures periodically to continually improve the services that we render to our valued customers.

Accordingly, I am pleased to inform you that, in 2011, we have reviewed our A.O.G. Desk coverage and extended the A.O.G. Desk services from 6 to 7 days a week, 24 hours a day based on our appreciation of the on-time performance requirement of airlines operation to stay ahead of this competitive and demanding aviation industry.

The A.O.G. Desk contact information is as follows:

A.O.G. Telephone: 240-481-5447

Fax: 301-590-3069

A.O.G. E-mail: [aog@agsusa.com](mailto:aog@agsusa.com)

The A.O.G. Desk will be covered through rotation of personnel from sales, purchasing, warehouse, technical operations, etc. on physical presence and/or on call basis as deemed necessary.

It is also worthwhile to note that the A.O.G. Desk coverage is, understandably, for hours outside the normal working days and hours including national holidays. The routine working procedures and contacts are used for the regular working days.

Thank you for your continued business and opportunity to serve.

Best regards,

Teddy Kassa  
Senior Vice President, Sales and Purchasing

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Representatives for the following manufacturers :

