



AIR NEW ZEALAND

20 July 2004

Ms Heidi Snow
Executive Director
AirCraft Casualty Emotional Support Services (ACCESS)
2040 Filbert Street
San Francisco, CA. 94123
UNITED STATES OF AMERICA

Dear Heidi,

PRESENTATION TO AIR NEW ZEALAND SPECIAL ASSISTANCE TEAM 17 MARCH 2004

During our initial one day training session for all of our new Special Assistance Team volunteers, we try to address the broad range of skills necessary to enable them to sensitively support survivors and families in the aftermath of a tragedy. In addition, we are always seeking speakers and material that will enable our members to be better prepared. We use our centralised large group sessions as the conduit for this extra information.

We were extraordinarily privileged to have the opportunity to hear you speak about your experiences with your personal loss in the Trans World Airlines Flight 800 air disaster out of New York in 1996. Our members have often asked "what will it be like for families and how will we know what to say and do" Your wide ranging talk on what worked and what did not work as a result of what you went through after your loss will be of tremendous help to them.

I know that it was a huge task that we asked of you; to come down to New Zealand and present to a large number of Airline Special Assistance Team members but I want you to know that all of us have gained personally and professionally from your presentation. We have received nothing but exceptionally complimentary and thankful comments about the quietly confident and comprehensive manner that you delivered your talk, and, your willingness to field many questions afterwards.

As a result of your time with us, it is clear that your organisation does great work. We would have no hesitation in recommending ACCESS and the presentation that you gave to us, to other Airlines.

Please accept our thanks for agreeing to come all this way to help our Special Assistance Team to be better prepared

Yours sincerely,



Graeme Ready

A STAR ALLIANCE MEMBER 