



The Marquis Jet Card

Named “Best of the Best” by Robb Report

6 Consecutive Years - 2004, 2005, 2006, 2007, 2008 and 2009

“...all of the fractional-card programs on the list this year received high marks, with special recognition going to Marquis Jet, due in large part to the sheer size of the program at NetJets, the vendor’s exclusive aircraft provider... In this industry, reputation is the perception of a card provider’s overall performance. We found that Marquis Jet benefits from being one of the first fractional-card programs established, which gives it a commanding lead in terms of market share.”

-excerpt Robb Report, June 2009



In evaluating various fractional-card programs for possible inclusion in this year’s Best of the Best list, I and the other members of the Robb Report Private Aviation Advisory Board considered several important factors. For example, we looked at the ways card providers fulfill their customers’ expectations of service on a daily basis. We evaluated their management processes and systems, including scheduling and dispatch, service limitations, flight and maintenance operations, and customer service. After careful consideration and discussion, we determined that the card program offered by Marquis Jet consistently met or exceeded our standards and delivered high levels of customer service.

Yet as any private-aviation traveler knows, processes are worthless if the staff members executing them are unable to be flexible when necessary. There are always situations where exceptions must be made. In terms of consistency and flexibility, all of the fractional-card programs on the list this year received high marks, with special recognition going to Marquis Jet, due in large part to the sheer size of the program at NetJets, the vendor’s exclusive aircraft provider.

In this industry, reputation is the perception of a card provider’s overall performance. We found that Marquis Jet benefits from being one of the first fractional-card programs established, which gives it a commanding lead in terms of market share. The company also continues to promote its

card program with strong marketing efforts. Marquis Jet continues to grow its card program in interesting ways by offering a variety of value-added options.

Buying access to private-aircraft travel is, of course, expensive. Given the amount of money involved in fractional-card transactions, accuracy in accounting is of paramount importance. In the end, however, the way a vendor makes its cardholders feel – that is, its customer service – is as important as having the best program in the industry for cost and operations. Upon the conclusion of our review, the members of the Robb Report Private Aviation Advisory Board agreed that in this regard, the Marquis Jet Card program is indeed the Best of the Best.

Walter Kraujalis

MARQUISJETSM

Established 2001

Offered by Marquis Jet

Aircraft The NetJets fleet, including models from Cessna, Hawker, Gulfstream and Dassault Falcon

Description Card Owners purchase access to NetJets fleet in 25 hour increments

Contact 866.538.8600 or www.marquisjet.com