



Aircraft Breakdown Assistance (ABA) Fueled by Savvy Aviation

1. Who is Savvy Aviation?

For more than a decade, Savvy Aviation's extraordinary team of veteran maintenance experts has been serving as a trusted maintenance advisor to more than 10,000 owners of general aviation aircraft. Savvy provides a broad palette of maintenance-related services that includes comprehensive maintenance management, maintenance consulting, a national prebuy program, analysis of engine monitor data, and 24/7 fast-response breakdown assistance. Savvy was founded in 2008 by Mike Busch, arguably the best-known A&P/IA in general aviation, honored by the FAA as 2008 National Aviation Maintenance Technician of the Year. For more information, please visit www.savvyaviation.com.

2. What is Aircraft Breakdown Assistance?

Think of it as the AAA[®] for Aircraft. Aircraft owners have 24/7 access to a dedicated toll-free Aircraft Breakdown Assistance hotline. An experienced Savvy Aviation maintenance expert will respond anytime, usually within 15 minutes.

3. Why is Global Aerospace offering this product to its policyholders?

Global Aerospace, Inc. is committed to the safety of its policyholders and the industry as a whole. By providing this resource, our policyholders gain increased peace of mind knowing that they no longer have to make maintenance decisions on their own when they are away from their home base and trusted mechanics.

4. Is this a new product for policyholders?

No. On January 18, 2018 Global Aerospace launched this product for most piston powered standard aircraft weighing less than 12,500 and experimental amateur-built-RV series airplanes who had a policy inception date on or after January 1, 2018. Global clients can activate their accounts by visiting www.savvyaviation.com/global.

5. What's new to the program in 2019?

The program has been enhanced in two ways. If you are a current policyholder and enrolled in Aircraft Breakdown Assistance, when you renew your policy in 2019 with Global Aerospace, Inc. you will automatically be enrolled again for your 2019 policy period at no cost. In addition, the program has been expanded to include experimental, antique, rare and unique aircraft.

6. Are there any limitations on the Aircraft Breakdown Assistance service for the experimental, antique, rare and unique aircraft?

For some of these aircraft, the lack of adequate service documentation or the difficulty in locating maintenance facilities that are competent and available to work on these aircraft may lead to service limitations. However, Savvy will deliver their best effort to support these aircraft. You will always have the benefit of speaking with a licensed and seasoned A&P/IA rated specialist with 20+ years of GA maintenance experience.

7. Does Savvy repair the aircraft?

No. The Savvy technician will work with the owner to troubleshoot the problem with the aircraft to arrive at a diagnosis. The technician will then help the owner determine whether the aircraft is safe to fly home, or whether repairs are needed before further flight.

8. Are the Savvy technicians licensed mechanics?

Yes. All technicians are seasoned A&P/IA-rated specialists with 20+ years of GA maintenance experience.

9. What happens if my aircraft is not safe to fly home?

If repairs are needed, your technician will:

- Research the suitability of nearby maintenance resources (e.g., service facilities, maintenance technicians).
- Assist you in selecting a suitable service facility or maintenance technician to perform any necessary troubleshooting or repair of your aircraft.
- Recommend the appropriate repairs, further diagnostics, or other maintenance work to be performed on your aircraft and obtain your approval of such work.
- Obtain cost estimates from the service facility or maintenance technician for the work to be performed on your aircraft, and obtain your approval of such estimates.
- Provide direction to and oversight of the service facility or maintenance technician with respect to the work being performed on your aircraft.
- At completion of the work, review the maintenance record entries and invoice, and advise you whether the maintenance records appear to be appropriate and whether the invoice appears to be fair and reasonable for the work performed.

10. What services are not provided by Savvy?

Under no circumstances will Savvy or any of its employees or agents:

- Perform inspection, repair, or any other maintenance to your aircraft.
(That is the job of the shop or technician assigned to work on your aircraft.)
- Make maintenance decisions concerning your aircraft on your behalf.
(Their job is to make recommendations, but you always make the decisions.)

- Assume financial responsibility for any inspection, repair or maintenance to your aircraft. *(You are responsible for paying any repair bills.)*
- Make any recommendation to you or give any direction to a service facility or maintenance technician working on your airplane that in Savvy's judgment might violate any FAA regulation or compromise the safety of your aircraft.

11. Do I need to stay with my aircraft until the repairs are complete?

No. You can continue on your journey whether business or personal and let Savvy monitor the progress of the repair directly with the maintenance provider.

12. What kinds of operations are included?

Owner-flown operations conducted under 14 CFR Part 91 are covered. (Aircraft operated for compensation or hire and flight school, rental, flying club, charter, and operations under 14 CFR Parts 121 or 135 are not eligible.)

13. What kind of events are covered?

Aircraft Breakdown Assistance includes management of the diagnosis and repair of mechanical breakdown events that occur when your aircraft is away from its home base. The program does NOT include:

- Inspections, oil changes, and other routine, scheduled, preventive maintenance, and other maintenance events not related to mechanical breakdown of your aircraft.
- Events occurring when your aircraft is within 50 statute miles of its home base(s). *(Any airport at which your aircraft is parked, hangared or stored for at least 25% of the coverage year shall be deemed to be its home base.)*
- Events resulting in damage to your aircraft that is insured under your aircraft hull insurance policy

14. Can you give me some examples of how this product would respond in a real life situation?

- An owner of a Cirrus SR22 was taking his aircraft around the world when he called Savvy in Iceland with an apparent electrical problem. The mechanics in Reykjavik were unfamiliar with the complex dual electrical system in the Cirrus SR22. Savvy was able to diagnose the problem remotely and establish that in fact the electrical system was fine. What he was seeing was strictly an indication problem involving the aircraft's sensor interface unit (SIU) that converted analog sensor data into digital data for display on the aircraft's MFD. Savvy advised the pilot that it was safe to fly to his next destination (Scotland) using the analog backup instruments in the aircraft, and then have the SIU replaced at a Cirrus Authorized Service Center in the UK.
- From a Savvy client: "Less than two weeks after I signed up for Savvy, I had an issue that stranded my PA-32 at a remote airport on Thanksgiving weekend. My Savvy account manager soon diagnosed the problem and recommended a repair. He communicated with the local mechanic, and researched needed part numbers that turned a possible \$1,000 repair into a \$300 one. If you feel uncomfortable dealing with unknown A&Ps (like I do), you need Savvy today! —Peter March"

15. What Global Aerospace policyholders are eligible for this product?

This limited time offer applies to most piston-powered single-engine airplanes weighing less than 12,500 pounds maximum gross takeoff weight that have a standard United States airworthiness certificate and experimental amateur-built RV-series airplanes built from kits manufactured by Van's Aircraft. In addition, other aircraft (including experimental, antique, rare or unique) are included on a "best-efforts" basis. For such aircraft, Savvy's ability to provide services under this Agreement may be limited by the lack of adequate service documentation or the difficulty of finding maintenance facilities competent and available to work on the aircraft. Given these limitations, Savvy will use its best efforts to support such aircraft. Limited time offer.

16. Are there any other eligibility requirements?

Yes. You must have an active policy through Global Aerospace, Inc. and have a US address.

17. If I have an experimental aircraft with policy effective dates May 1, 2018 to May 1, 2019 do I have to wait until my policy renews in 2019 to enroll in ABA?

No. You can enroll right now for your 2018 policy at no cost! When your policy renews in 2019 you will automatically be enrolled again at no cost.

18. Do I have to pay any additional premium for this product?

No. Aircraft Breakdown Assistance is provided to you at no additional cost.

19. Sounds great, so how do I get an aircraft insurance quote from Global Aerospace?

It's easy. When it's time to buy your aircraft insurance, just ask your trusted aviation insurance broker to get a quote from Global Aerospace.

20. Once I have my Global policy, how do I sign up for my Aircraft Breakdown Assistance membership?

You can activate your account by visiting www.savvyaviation.com/global. A "Welcome Packet" with details of the program, a membership card containing the toll-free 24/7 hotline number, and the Service Agreement will be emailed directly to the policyholder.

21. If I have any questions regarding the Savvy product, who do I contact?

If you have any questions regarding eligibility or insurance, please email usrequests@aeroinsure.com. If you have any questions about the specifics of the Savvy program, please email GlobalBAP@savvyaviation.com.