

# Welcome to Rotor Rewards

A unique customer loyalty program



Your single source for support and savings

An entire spectrum of support tailored to your needs

Use more services and your rewards go higher

Designed to save you money



Rotor Rewards from Airbus Helicopters was designed to address the complete support and service needs of our loyal customers who have come to depend on the reliability and performance of Airbus Helicopters products, programs & people.

**For Airbus Helicopters clients across Canada, Rotor Rewards is a comprehensive new program that includes tailor-made support programs, exclusive member promotions and perks as well as new range of discounts and rewards that have been expanded to include our full range of industry leading services.**

Available exclusively to Canadian owners and operators of Airbus Helicopters aircraft, Rotor Rewards provides a monitored, proactive and customer-focused program that will save you money and time, while streamlining your operations and keep your aircraft flying.

### **Your single source for support and savings**

Rotor Rewards allows loyal Airbus Helicopters Canada customer to save valuable time by relying on a single, reliable and dependable source for products and services while improving the bottom line with discounts and rewards.

**Important to you. Essential to us.**

**AIRBUS**



## Enjoy an entire spectrum of support tailored to your needs

A Airbus Helicopters representative will work directly with you to set up and track your membership in the Rotor Rewards program. Your tailor-made program will cover a full range of support services, forecasting your needs in order to save time and reduce your operating costs.

## Use more services and your rewards go higher & faster

Airbus Helicopters Rotor Rewards provides members with an easy way to boost reward levels across the board through increased use of our industry leading services. Quite simply, the more Airbus Helicopters services you use the more you will save through higher discounts and increased reward points.

## Rotor Rewards - More Ways to save

Depending on the level of spares and services purchased with Airbus Helicopters Canada by members of the Rotor Rewards program there are a number of ways to save.

### Spares Discount -

Up to 10% based on overall purchase volume.

### Bonus Spares Discount -

Up to an additional 2% based on purchase of services.

### Service Rewards Points -

Earn 3% in bonus points that can be applied to future services and spares purchases.

### On-Time Payment Spares Discount -

Earn an additional 0.5% spares credit for on-time payment of invoices in the year.

rotor/rewards	Blue	Silver	*Gold	Platinum
Spares Discount	N/A	Up to 4%	Up to 7%	Up to 10%
Bonus Spares Discount	2%	2%	2%	2%
Service Reward Points	3 Points (per \$100 USD)	3 Points (per \$100 USD)	3 Points (per \$100 USD)	3 Points (per \$100 USD)
On-Time Payment Spares Discount	0.5%	0.5%	0.5%	0.5%
*Members who have taken delivery of new aircraft from Airbus Helicopters Canada in the past two years will receive one year Gold tier status at minimum.				

**Speak to a Airbus Helicopters Canada Representative for qualifying criteria, details and terms & conditions**

**AIRBUS**

# rotor/rewards

## Airbus Helicopters

Based in Fort Erie, Ontario, Airbus Helicopters Canada has a large fleet of aircraft operating in all sectors, supported through a network that spans the entire country. The Airbus Helicopters Group is a division of Airbus Group, a world leader in aerospace, defence and related services. Airbus Helicopters is the world's No.1 helicopter manufacturer in the civil & parapublic market, offering the largest civil & military helicopter range in the world.

## Support Network

The Airbus Helicopters support network encompasses a wide range of services delivered through a team with years of experience located at our manufacturing facility in Fort Erie, Ontario and the expanded customer facility at Richmond, British Columbia.

The regional technical representatives and dedicated customer helpline ensure round the clock access to customers.

**[www.airbushelicopters.ca](http://www.airbushelicopters.ca)**

## Contact Information

### Airbus Helicopters Canada - Head Office

1100 Gilmore Road,  
PO Box 250, Fort Erie, ON L2A 5M9  
Tel: 905 871 7772 Fax: 905 871 3599  
**Email:** [marketing-ahca@airbus.com](mailto:marketing-ahca@airbus.com)

#### ♦ Technical Support

**Email:** [techsupport@eurocopter.ca](mailto:techsupport@eurocopter.ca)  
**Toll Free:** 800 267 4999

#### ♦ Spares Support

**Email:** [espares@eurocopter.ca](mailto:espares@eurocopter.ca)  
**Tel:** 604 244 1669 (local Vancouver)  
**Toll free:** 800 267 4999

#### ♦ Repair & Overhaul Assistance

**Email:** [mro@eurocopter.ca](mailto:mro@eurocopter.ca)  
**Tel:** 905 871 7772

### Service & Logistics Centre Richmond, BC

Unit 120, 122551 Riverside Way  
Richmond, BC V6W 1K8  
**Tel:** 604 244 1669  
**Fax:** 604 244 2926

### Mirabel, QC

12820, chemin Bélanger - Suite 400  
Mirabel QC J7J 2N8  
**Tel:** 514-334-5554  
**Fax:** 514-334-8461