



Dear Valued Customer,

Recently, the TSA (Transportation Security Administration) announced new air cargo screening requirements effective October 1, 2008. While these new, more stringent air cargo security measures may present some operational challenges, rest assured that Southwest Airlines Cargo has been proactively preparing for these new requirements for quite some time.

In 2006, Southwest Airlines Cargo made a significant investment, and thus a commitment to our air cargo business by purchasing security screening equipment for our cargo facilities. We are confident this early decision has positioned us to comply with the new federal regulations while maintaining the service levels you are accustomed to at Southwest Airlines.

There will undoubtedly be some challenges with these new requirements, but we believe we are well prepared to satisfy them in a reasonably efficient manner. We will continue accepting cargo at all locations. And we are reviewing our cut-off times, which are currently between 30 minutes (in most cases) and 1 hour in a few of our larger cities. Most likely, we will make a few minor adjustments in conjunction with the new requirements.

In addition, we have dedicated Southwest Airlines Cargo Employees throughout our network who will continue meet your needs. While many of our competitors outsource the majority of their cargo facility operations, 49 of our 64 cargo facilities are fully operated by our very own Southwest Airlines People--and that number will only continue to grow.

As always, feel free to contact us with any questions or concerns. We thank you in advance for your patience during this transition.

Sincerely,

Southwest Airlines Cargo Management Group