

SHELL (AFSN) OUT OF HOURS

This document summarises how to get support in case of an emergency situation during weekends or out of office hours. One call combined with mail to Shells global 24-Hour helpline will connect you directly to the international customer service.

The Out of Hours Helpline will assist with emergency type situations including:

- Ad hoc fuel requests with short notice
- Fuel request due to flight diversions
- Confirmation to airports at any noncontracted locations that you are a Shell Aviation customer.

Global 24-Hour Customer Services Helpline

Shell International Customer Service Centre is available 24 hours a day, 7 days per week.

Call +44 207 026 3268

Aviation.eusa@shell.com

What do customer need to provide?

Please provide the information below when you call the Shell Aviation (AFSN) Out of Office Hours Helpline:

- Company
- Contact name
- Contact number
- Description of problem
- Location
- ETA / ETD
- Aircraft registration
- Aircraft type
- Next destination
- Type of fuel

The 24/7 helpline provides immediate support and assistance regardless of the time or day. It serves as a helpline for those who are seeking help and guidance in urgent situations.

It is not necessary for you to contact intoplane (ITP) company for inquiries directly. This will go through Shell. If such a situation arises, please call Shell Out of Hours and they will provide further action. Shell will inform ITP if necessary. The only thing expected from you is to explain the problem, submit above information and answer any questions from the helpline staff, and Shell will take care of the rest.

In case of any unexpected constraints with above contact please call your local AFSN representative or search contact details at www.afsn.no