

1. What is changing?

- The acquisition by Asyad Group will integrate the capabilities and market access of Skybridge Freight Solutions into Asyad's comprehensive global end-to-end logistics network. It will empower customers to accelerate business growth through greater global trade connectivity from Oman's geographic position at the crossroads of Asia, Africa and Europe. This means enhanced service offerings, access to a wider range of logistics solutions, and expanded global reach.

2. Why is Skybridge Freight Solutions moving towards this acquisition?

- Skybridge Freight Solutions (SFS) is moving towards this acquisition to uphold its commitment to customers of broadening the reach of its solutions globally by leveraging Asyad's extensive resources, expertise, and global network. This partnership will enhance service capabilities, allowing SFS to provide more comprehensive and efficient multimodal logistics solutions to customers, under the umbrella of one integrated group.

3. Will there be a shared and unified brand?

- Yes, eventually Skybridge Freight Solutions will be integrated under the Asyad brand, streamlining services and presenting a cohesive identity to customers around the world.

4. How will this affect me as a customer?

- Customers can expect enhanced service excellence, with improved multimodal freight forwarding solutions and increased resilience against supply chain disruptions, leveraging Asyad's extensive infrastructure.

5. How will a single, unified brand benefit my company and myself?

- A single, unified brand under Asyad will provide a seamless experience, streamlined communication, and access to a comprehensive suite of multimodal logistics services. This integration will enhance service reliability and efficiency, ultimately benefiting your business operations and growth aspirations.

6. How will you handle my data within a singular, unified Asyad brand?

- Your data will be handled securely, adhering to strict data protection and privacy regulations, and it will be used to enhance service delivery.

7. How will this affect my account (account manager, pricing, payment terms)? Will prices or terms change?

- Your current account manager and existing pricing and payment terms will remain in force and unchanged for the foreseeable future. Any changes will be communicated well in advance and will aim to provide you with better value and service options.

8. What does this mean for SFS?

- For Skybridge Freight Solutions, this acquisition means joining a larger, more resourceful integrated entity, enhancing service capabilities and market reach. It marks a significant step forward in our growth journey and our ability to serve you better.

9. Will the product and service offerings change?

- Yes, in addition to the products and services offered today, customers will have access to an expanded range of products and services, including enhanced multimodal logistics solutions. These new offerings aim to meet your evolving needs more effectively.

10. Will this acquisition affect the cost of services?

- The acquisition is designed to leverage the increased efficiency and resources of Asyad Group, which could lead to potential cost savings for customers. While we aim to maintain current pricing structures initially, any future changes will be focused on delivering enhanced value and competitive pricing. Customers will be informed well in advance of any adjustments with an emphasis on providing cost-effective solutions.

11. What will happen to my SFS contract that is due to expire? Will the terms and conditions change?

- Your current Skybridge Freight Solutions contract will remain valid until expiration. Any changes to terms and conditions will be communicated well in advance. We aim to ensure a seamless transition, and any new terms will be designed to provide you with enhanced value and service.

12. Where can I inquire about services?

- You can continue to inquire about services through your existing Skybridge Freight Solutions contact channels. As the integration progresses, additional resources and communication channels will be made available to connect you with the expanded service offerings under Asyad Group.

13. Who can I contact if I need help or have questions about a product or service?

- For any questions or assistance regarding products or services, you can reach out to your current Skybridge Freight Solutions account manager. We will also provide updated contact information for additional support as the integration moves forward.

14. How can I get updates on what is happening with the transition?

- Updates will be communicated regularly through email and your current Skybridge Freight Solutions account manager. We are committed to keeping you informed every step of the way to ensure a smooth and transparent transition process.

15. Will my information automatically be shared with Asyad or other parts of the organization?

- Yes, your information will be securely shared with Asyad as part of the integration process. This will enable us to provide you with seamless and enhanced service offerings. Rest assured, all data handling will comply with strict data protection and privacy regulations.

16. Will contact details and email addresses change?

- For now, existing contact details and email addresses will remain the same. Any future changes will be communicated to you in advance, ensuring you have all the necessary information to stay connected with us.

17. I still have further questions about how this change may affect my business. Who can I reach out to?

- If you have further questions, please contact your current Skybridge Freight Solutions account manager.

18. Will my current contacts and support remain the same?

- Yes, your current contacts and support team will remain the same during the initial stages of the transition. As the integration progresses, we will introduce new contacts and support channels to better serve your needs.

19. How will communication be handled going forward?

- Communication will be handled through regular updates via email, our website, and direct contact from your Skybridge Freight Solutions account manager. We are committed to providing clear and timely information to ensure you are fully informed about the transition and any changes that may affect your business.

20. Are there any other benefits for customers?

- Yes, customers will benefit from enhanced service reliability, access to a broader network of end-to-end logistics solutions, improved support, and the innovative capabilities of a leading global logistics provider: Asyad Group.