INTERNATIONAL REGISTRY OF MOBILE ASSETS

Aviareto User Survey

November 2020

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B&A RESEARCH & INSIGHT

Research Background & Objectives

- The International Registry of Mobile Assets was launched in March 2006.
- Once established, it was decided to conduct a User Establishment Survey during May 2007, the objectives of which were:
    - To understand how different features and usability levels were rated, and relative importance of each.
    - To understand Users' priorities for updating the Registry features.
    - To understand what the perception was as to the cost of usage versus its worth to their organisation.
    - To initiate a repeatable annual benchmark survey.
- Having addressed the key issues emerging from the 2007 exercise, it was decided to repeat the survey every year with a view to assessing the state of play year on year.

Research Methodology

Online survey of Registry users, by way of structured questionnaire.

Potential respondents initially contacted by Aviareto, with survey rationale explained.

The Questionnaire mailed to total contact sample of 4632 users.

All aspects of the study was conducted in compliance with the technical and ethical standards stipulated by the European Society of Opinion and Market Research (ESOMAR). All data was anonymised in line with Data Protection regulations and B&A ISO 27001 Information Security Management system.

Total achieved sample of **300** users.

(254 users in 2019, 285 users in 2018, 318 users in 2017, 335 users in 2016, 317 users in 2015, 352 users in 2014, 345 users in 2013, 349 users in 2012, 402 users in 2011, 356 users in 2010, 371 in 2009, 308 in 2008; 339 in 2007), representing a response rate of 6.5% - at the upper end of response rates for a survey of this nature.

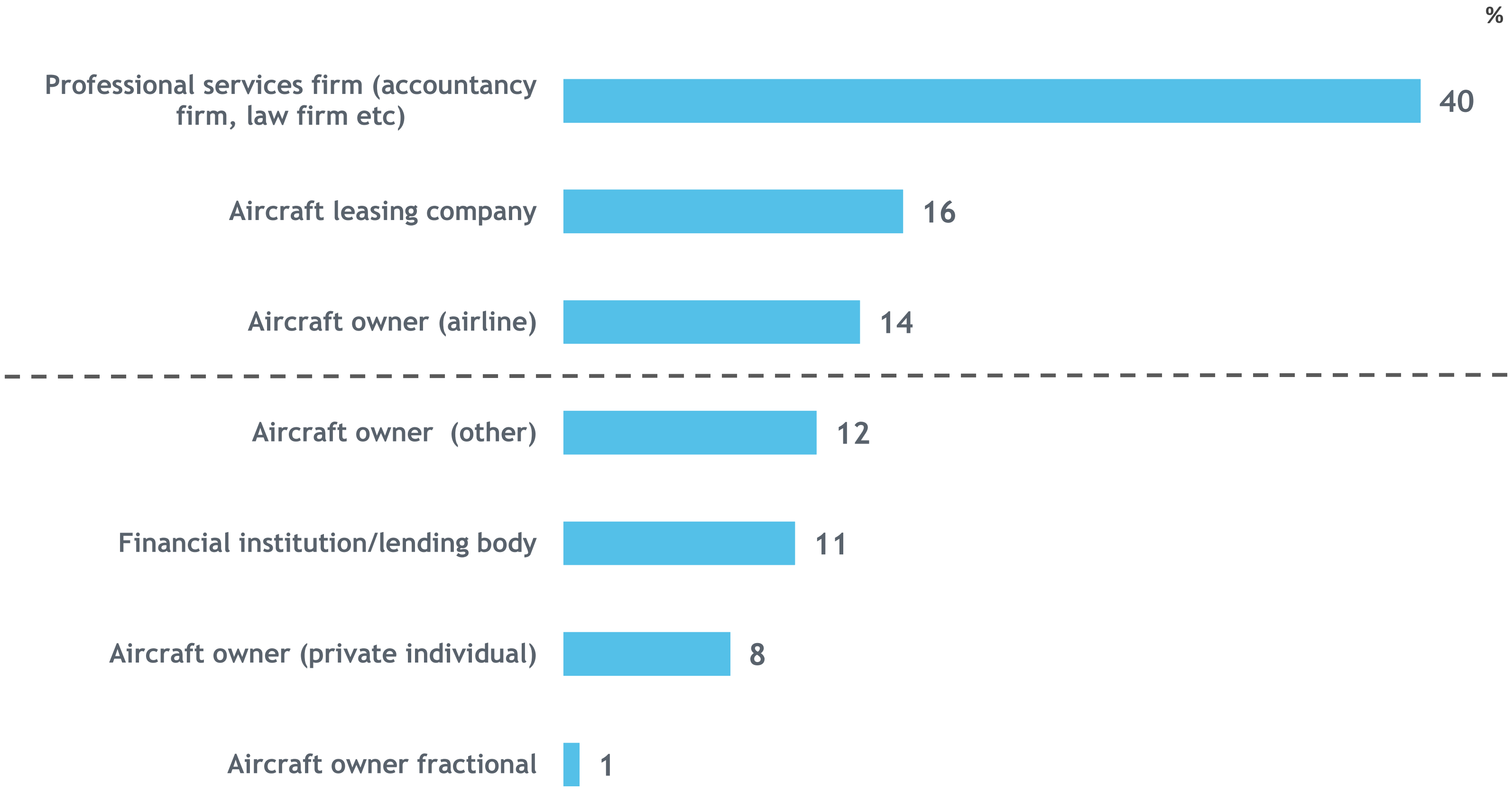
The interviews were completed in English, Spanish and French.

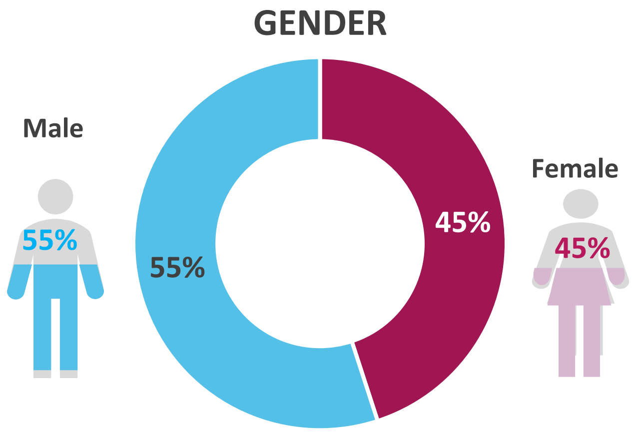
Fieldwork for the project took place between 2^{nd} – 30^{th} November, 2020. An incentive offered for the first time in 2009 (3 x draws for $250 Amazon voucher), and each year since then.

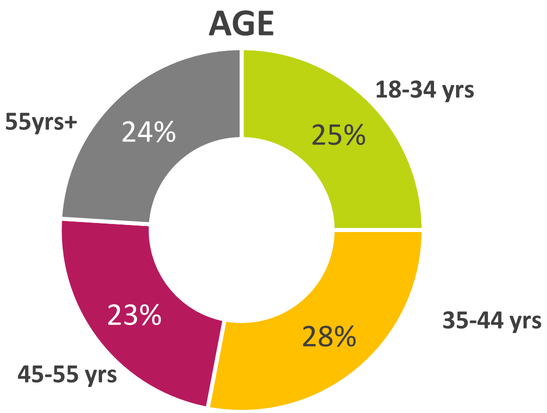
Sample Profile

Sample Profile 2020

Base: All Users N - 300



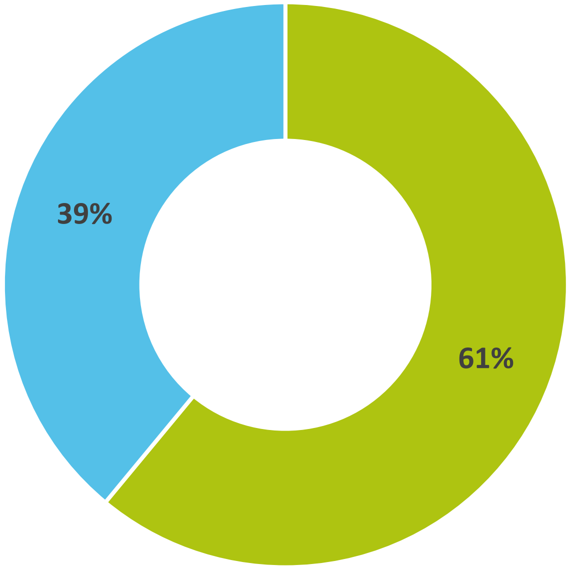




Four in ten of the user sample base is from Professional Services firms, with 35% aircraft owners of some type.

Sample Profile 2020

Base: All Users N - 300



	Gender		Age			Organisation						And in what country are you yourself based?	
	Male	Female	18-44	45-54 yrs	55 yrs +	Airline	Private	Owner	Lease company	Fin inst.	Prof firm	United States (USA)	Others
UNWTD	***164***	***136***	***159***	***70***	***71***	***41***	***23***	***37***	***48***	***32***	***119***	***88***	***212***
	%	%	%	%	%	%	%	%	%	%	%	%	%
First time taking part	66	54	71	53	45	63	70	65	60	50	60	50	65
Have completed previously	34	46	29	47	55	37	30	35	40	50	40	50	35

6 in 10 respondents were first-time participants in the survey in 2020 – with these "first-timers" more likely to be male, younger (18-44 years) and located outside the U.S.

Is this the first time you have taken part in this survey or have you completed in previous year(s)?

Sample Profile Comparison

Base: All Users N - 300

		Previous Waves												
	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Professional services firm	40	31	32	30	32	35	29	30	26	24	27	28	29	17
Aircraft leasing company	16	14	9	10	12	13	12	12	11	12	13	8	8	8
Aircraft owner (airline)	14	20	19	18	18	15	12	15	13	12	8	11	9	7
Other aircraft owner	12	11	13	17	17	13	20	17	21	18	19	19	23	32
Financial/lending institution	11	14	17	18	14	16	18	17	20	23	21	19	17	17
Aircraft owner (private individual)	8	9	9	7	7	8	9	8	8	10	10	13	14	18
Aircraft owner fractional	1	1	0	1	1	1	1	2	1	1	2	2	n/a	n/a

The profile of user type is broadly in line with that of last year's sample, albeit with an increase in the proportion of Professional Services firms, and a decrease in the percentage of airline aircraft owners this year.

Q. *Analysis of Sample*

Sample Profile 2019

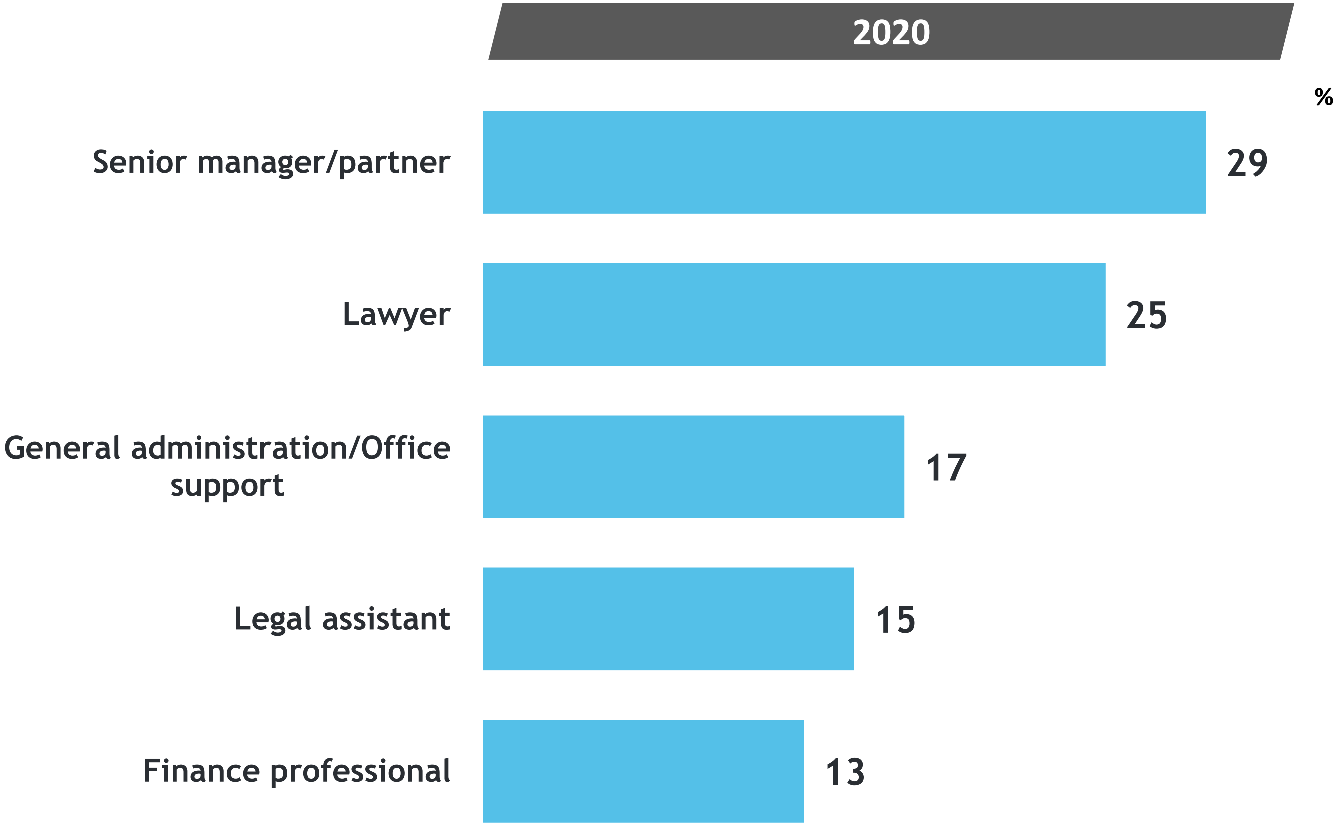
Base: All Users N - 300

			Previous Waves											
	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Gender	%	%		%	%	%	%	%	%	%	%	%	%	%
Male	55	47	51	53	49	47	50	48	50	50	50	47	44	63
Female	45	53	49	47	51	53	50	52	50	50	50	53	55	37
Age	%	%	%	%	%	%	%	%	%	%	%	%	%	%
18-34	25	18	16	20	25	24	23	20	19	20	20	19	17	13
35-44	28	28	30	24	27	28	27	30	30	28	28	29	24	22
45-55	23	27	30	29	27	26	26	29	29	31	31	32	32	39
55+	24	26	24	27	20	22	24	21	22	22	22	21	26	26

With users marginally skewed towards males, 25% of the sample is younger than 35 years, compared to 18% aged under 35 years in 2019.

Sample Profile 2020

Base: All Users N - 300



2019	2018	2017	2016
32	31	33	28
20	19	19	22
17	18	18	23
17	12	13	13
14	20	18	14

The users' role in their organisation is very similar to that registered in 2020, with more lawyers (25%) this year than last year (20%).

Sample Profile 2020 - Social Media Usage

Base: All Users N - 300

	Total									2020				
										Gender		Age		
	2020	2019	2018	2017	2016	2015	2014	2013	2012	Male	Female	18-44	45-54	55+
Base:	***300***	***254***	***285***	***318***	***335***	***317***	***352***	***345***	***349***	***164***	***136***	***159***	***70***	***71***
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Facebook	49	47	55	56	60	58	54	57	52	40	59	54	41	44
Linkedin	61	53	55	57	59	54	53	48	43	65	56	67	60	49
Twitter	21	17	17	20	19	16	16	18	16	20	23	26	20	11
Other	17	11	10	8	9	5	6	4	4	13	21	18	21	8
None	17	28	21	22	20	20	24	27	32	20	13	13	11	30
Any Facebook/ Linkedin	**75**	**67**	**76**	**75**	**77**	**79**	**73**	**70**	**66**	**74**	**76**	**77**	**79**	**68**
Any Facebook/Linkedin/Twitter	**83**	**72**	**79**	**78**	**80**	**80**	**76**	**73**	**68**	**80**	**88**	**87**	**89**	**70**

There has been a marked increase in use of social media, compared to 2019, a phenomenon driven no doubt by the higher number of younger users in the sample this year.

Sample Profile 2020 - Social Media Usage

Base: All Users N - 300

	Total	Organisation						Role in the organisation			
		Airline owners	Private owners	Other Owner	Lease company	Fin inst.	Prof firm	Senior manager/ partner	Law	Finance profession al	General
Base:	***300***	***41***	***23***	***37***	***48***	***32***	***119***	***88***	***121***	***38***	***53***
	%	%	%	%	%	%	%	%	%	%	%
Facebook	49	39	35	65	50	56	47	39	55	34	62
Linkedin	61	63	39	54	69	50	66	61	67	58	49
Twitter	21	10	13	32	25	13	24	15	23	8	36
Other	17	22	13	16	13	19	17	13	17	16	23
None	17	17	35	14	15	16	15	25	12	18	11

Private aircraft owners, and those who are senior managers/partners in their organisation, register lowest levels of use of social media.

Sample Profile 2020
Frequency of Usage

Base: All Users N - 300

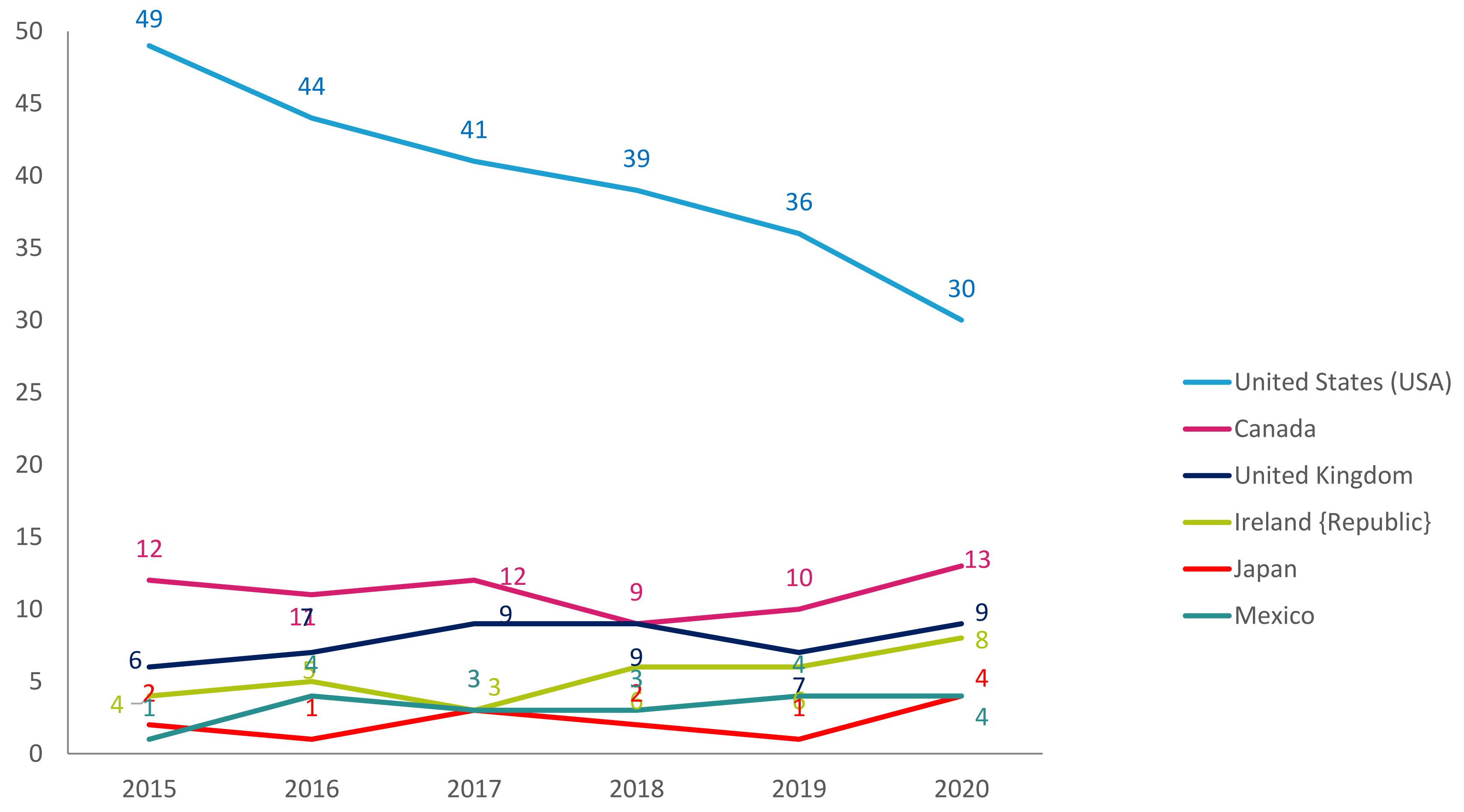
	Total			Gender		Age			Organisation						Role in the organisation			
	2020	2019	2018	Male	Female	18-44	45-54 yrs	55 yrs +	Airline owners	Private owners	Other Owner	Lease company	Fin inst.	Prof firm	Senior manager/ partner	Law	Finance profess ional	General
Base:	***300***	***254***	***285***	***164***	***136***	***159***	***70***	***71***	***41***	***23***	***37***	***48***	***32***	***119***	***88***	***121***	***38***	***53***
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Never	1	2	-	2	-	-	4	-	2	4	-	-	3	-	1	-	-	4
Once a year	28	30	33	32	24	25	31	32	32	83	43	19	31	15	35	14	42	40
Once a month	43	38	39	51	34	48	36	39	44	13	41	50	41	48	47	49	32	34
Once a week	15	19	15	10	21	16	13	14	22	-	8	17	19	16	7	21	16	15
Once a day	5	5	5	2	10	4	7	6	-	-	-	8	-	10	6	6	11	-
More than once a day	7	6	8	2	13	6	9	8	-	-	8	6	6	11	5	11	-	8

72% of all Registry users use the system at least once a month, compared to 70% in 2019.

How often do you use the International Registry system?

Sample Profile 2020

Base: All Users N - 300

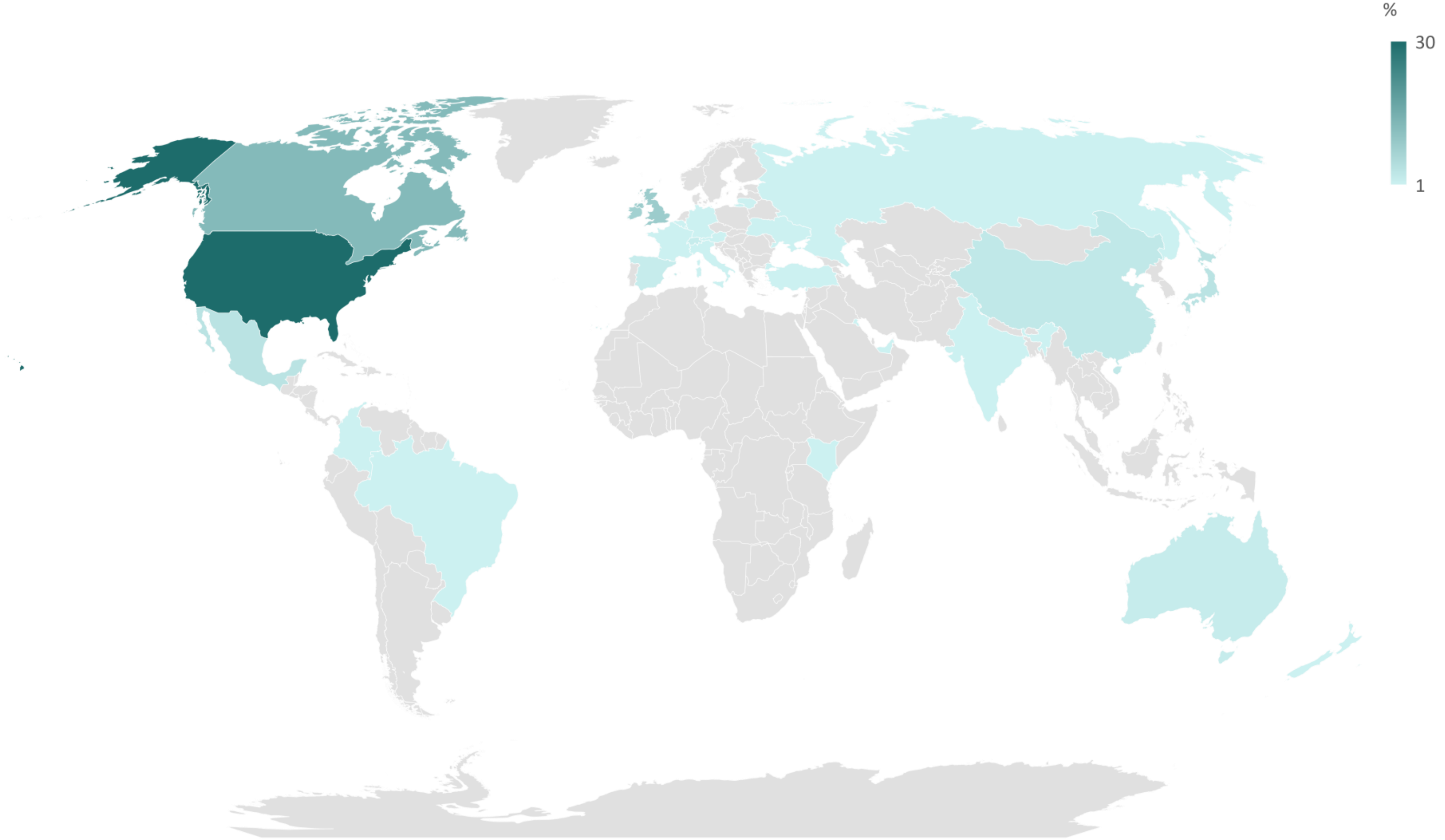


The downward trend in users based in the USA continues, and now stands at 30% (36% in 2019, 39% in 2018, 41% in 2017, 44% in 2016 and 49% in 2015).

And in what country are you yourself based?

Sample Profile 2020

Base: All Users N - 300



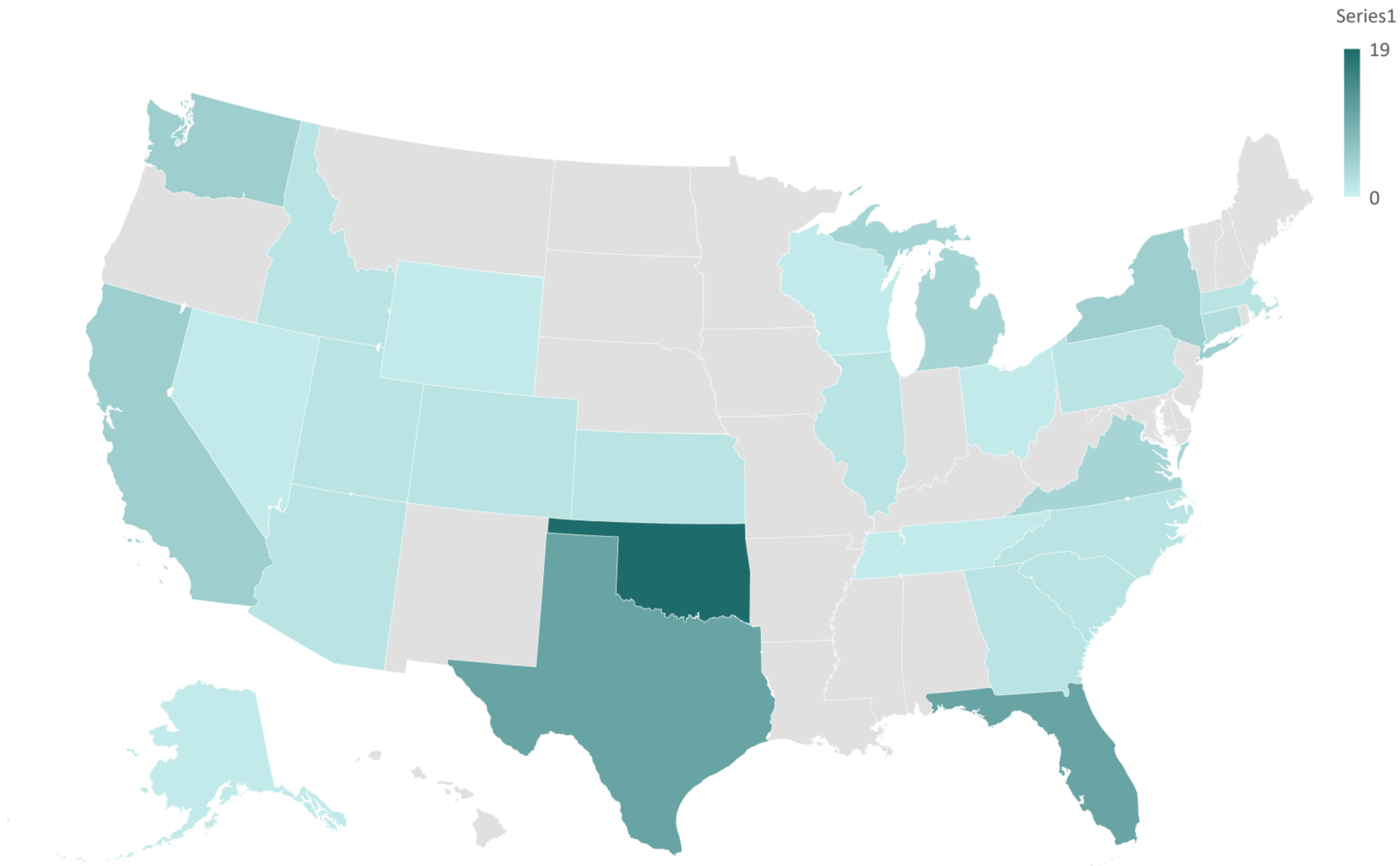
	2020	2019	2018
United States (USA)	30	36	39
Canada	13	10	9
United Kingdom	9	7	9
Ireland {Republic}	8	6	6
Japan	4	1	2
Mexico	4	4	3
China	3	4	2
Singapore	3	1	1
Australia	2	3	2
Spain	2	3	2
Switzerland	2	0	0
Austria	1	0	0
Belgium	1	0	0
Brazil	1	1	1
Colombia	1	1	0
France	1	2	2
Germany	1	2	2
India	1	0	1
Italy	1	2	1
Kenya	1	1	1
Kuwait	1	0	0
Lithuania	1	0	0
Luxembourg	1	2	2
New Zealand	1	2	3
Russian Federation	1	2	1
Turkey	1	1	0
Ukraine	1	1	0
United Arab Emirates	1	2	3

The downward trend in users based in the USA continues, and now stands at 30% (36% in 2019, 39% in 2018, 41% in 2017, 44% in 2016 and 49% in 2015).

And in what country are you yourself based?

Sample Profile 2020

Base: All USA Users N - 88



	2020	2019	2018
Oklahoma	19	15	19
Florida	11	4	7
Texas	11	5	7
California	5	10	12
New York	5	3	4
Washington	5	2	4
Michigan	4	1	0
Virginia	4	2	1
Connecticut	3	5	2
Arizona	2	1	2
Colorado	2	0	1
Georgia	2	0	2
Idaho	2	1	1
Illinois	2	4	6
Kansas	2	3	4
Massachusetts	2	2	2
North Carolina	2	3	0
Pennsylvania	2	3	1
South Carolina	2	1	0
Utah	2	3	2
Alaska	1	3	1
Nevada	1	0	1
Ohio	1	1	1
Tennessee	1	2	1
Wisconsin	1	1	1
Wyoming	1	1	1
Alabama	0	3	2

The proportion of users based in Florida and Texas has more than doubled in the last 12 months.

In what U.S. state are you yourself based?

Key Service Aspects

Key Service Aspects: Relative Contribution Towards Worth Of Registry To Business

(Pearson's Correlations) 2020

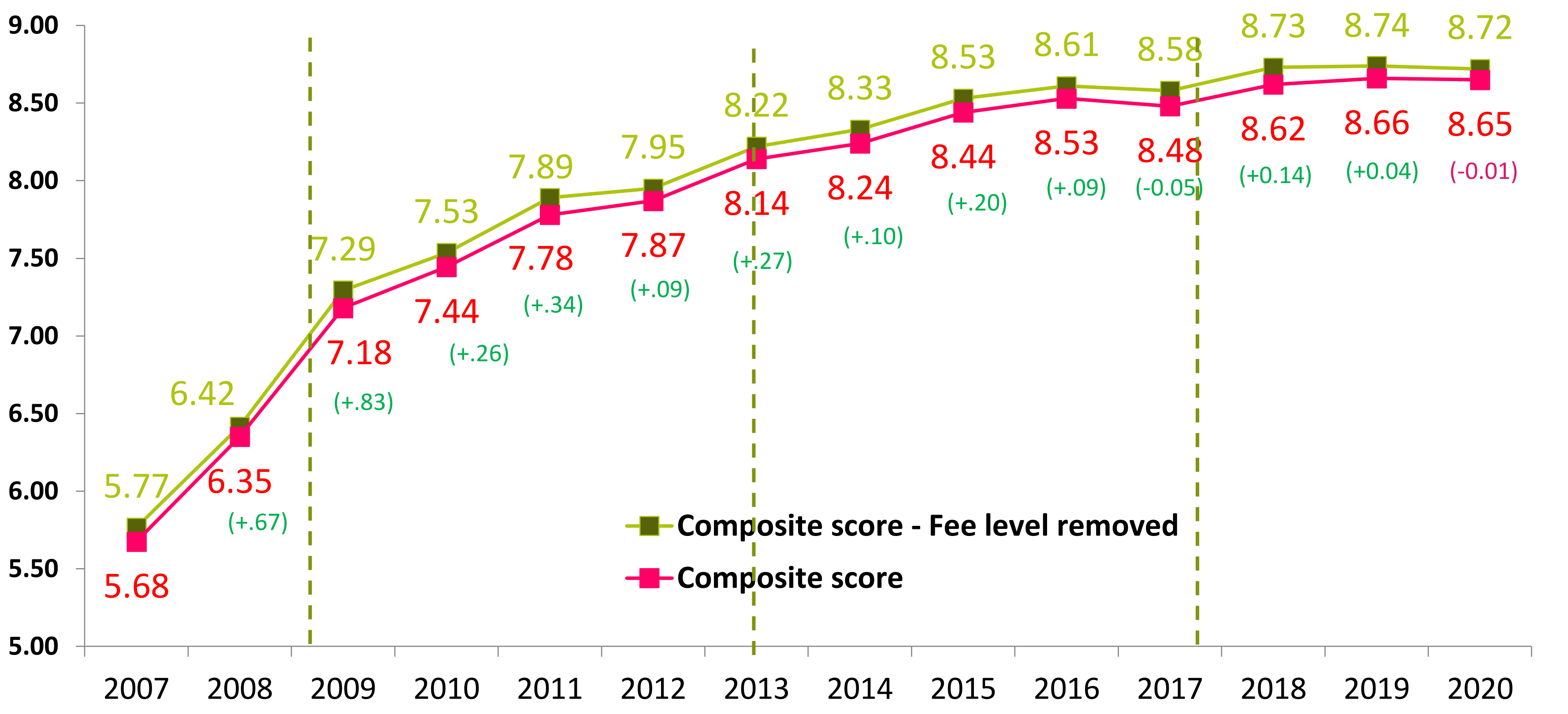
	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Fit of Registry and business functionality	0.73	0.66	0.77	0.79	0.81	0.71	0.78	0.75	0.81	0.76	0.78	0.83	**0.8**	**n/a**
Overall ease of use of the Registry	0.70	0.69	0.69	0.68	0.68	0.62	0.7	0.64	0.73	0.64	0.73	0.67	**0.67**	**0.71**
Speed of refunds	0.63	0.60	0.56	0.50	0.56	0.43	0.47	0.57	0.66	0.39	0.51	0.56	**0.48**	**0.47**
Level of fee charged	0.63	0.58	0.60	0.65	0.56	0.49	0.62	0.63	0.65	0.6	0.69	0.74	**0.7**	**0.67**
Reliability of technical aspects of the Registry	0.61	0.60	0.65	0.47	0.60	0.42	0.58	0.56	0.64	0.5	0.64	0.58	**0.52**	**0.59**
Speed of Registry during use.	0.60	0.56	0.61	0.56	0.45	0.41	0.6	0.54	0.62	0.45	0.59	0.56	**0.56**	**0.57**
Efficiency of resolution of queries by Registry Officials	0.54	0.49	0.43	0.54	0.56	0.44	0.55	0.57	0.56	0.44	0.61	0.49	**0.6**	**0.58**
Speed of approval for new Administrators/Users	0.52	0.50	0.44	0.57	0.41	0.40	0.55	0.48	0.64	0.42	0.53	0.45	**0.59**	**0.49**
Technical knowledge of Registry Officials regarding the Registry.	0.50	0.52	0.49	0.53	0.46	0.35	0.52	0.57	.47					
Registry Officials' language skills	0.50	0.47	0.50	0.45	0.31	0.37	0.42	0.49	0.49	0.42	0.44	0.36	**0.35**	**0.36**
Quality of information sent to you from the Registry Officials	0.48	0.51	0.62	0.55	0.45	0.46	0.51	0.59	0.56	0.55	0.62	0.57	**0.52**	**0.56**
Efficiency of credit card transactions.	0.47	0.39	0.50	0.50	0.35	0.43	0.5	0.5	0.49	0.37	0.45	0.5	**0.42**	**0.37**
Availability of Registry Officials	0.46	0.55	0.43	0.58	0.57	0.41	0.5	0.6	0.64	0.55	0.51	0.38	**0.52**	**0.55**

The fit of Registry with business functionality is the most important definer of the perceived worth of the Registry, with its ease of use the second most important driver. Reliability of technical aspects of the Registry, level of fee charged and speed of refunds are also key.

Q.1 *Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.*

Overall Weighted Registry Experience Rating

Base: All Users N - 300

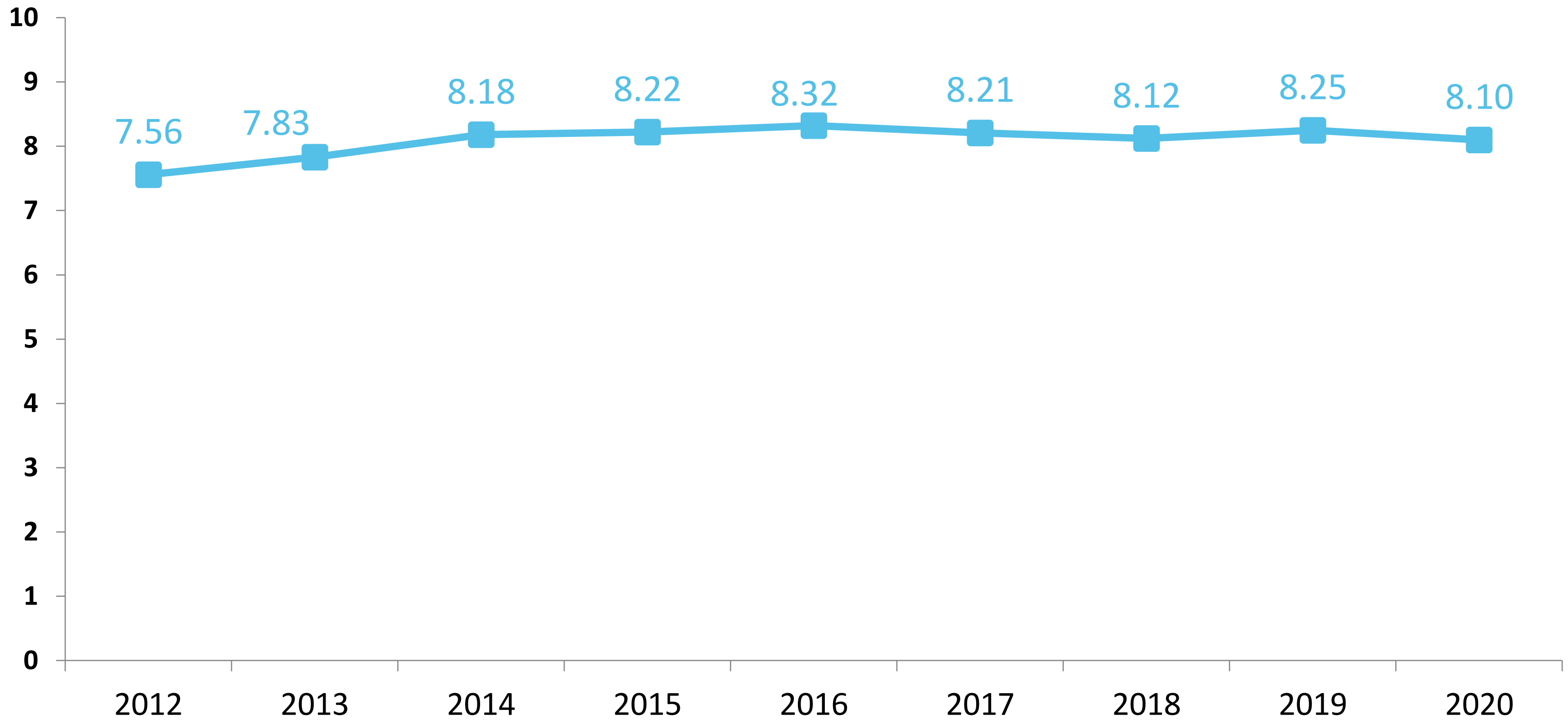


The overall weighted Registry experience rating remains at a remarkably high level of 8.72 out of a possible 10. As has been noted on previous surveys, this is an extremely high score for any B2B service, most of which struggle to reach the 8.0 mark.

Q.1 Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.

Overall Satisfaction with the Registry - Summary

Base: All Users N - 300

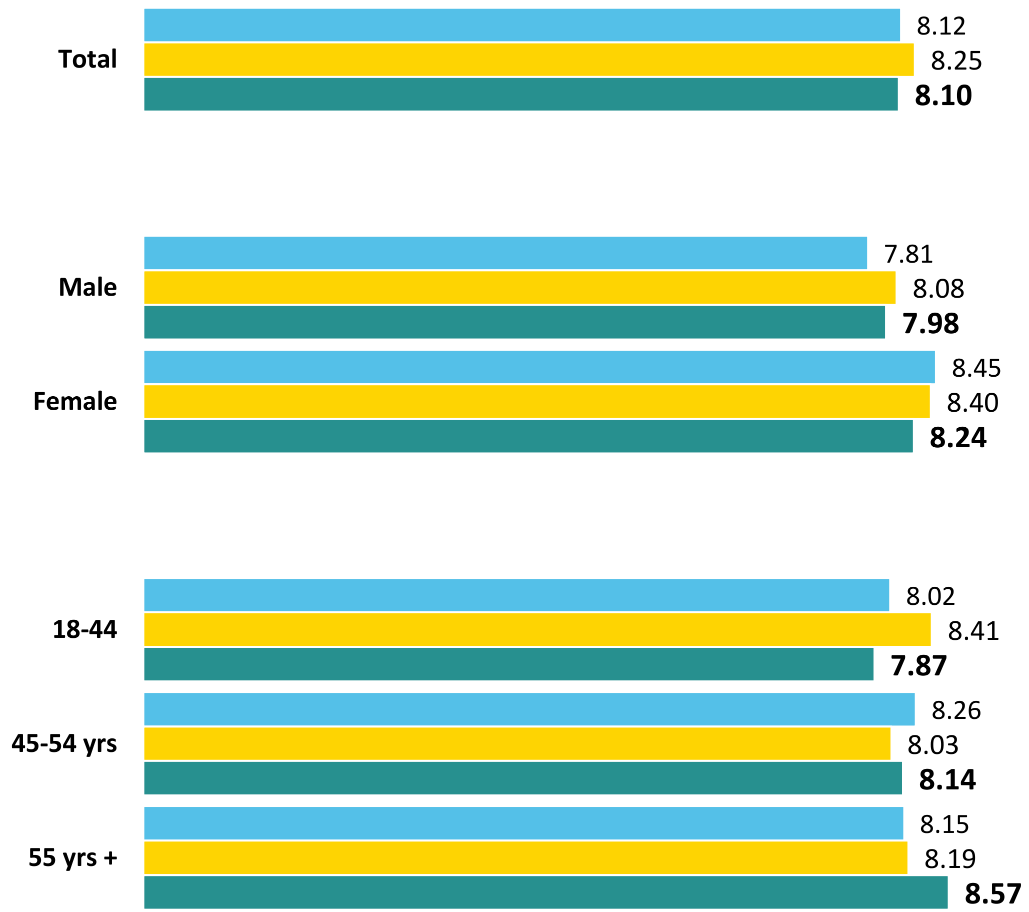


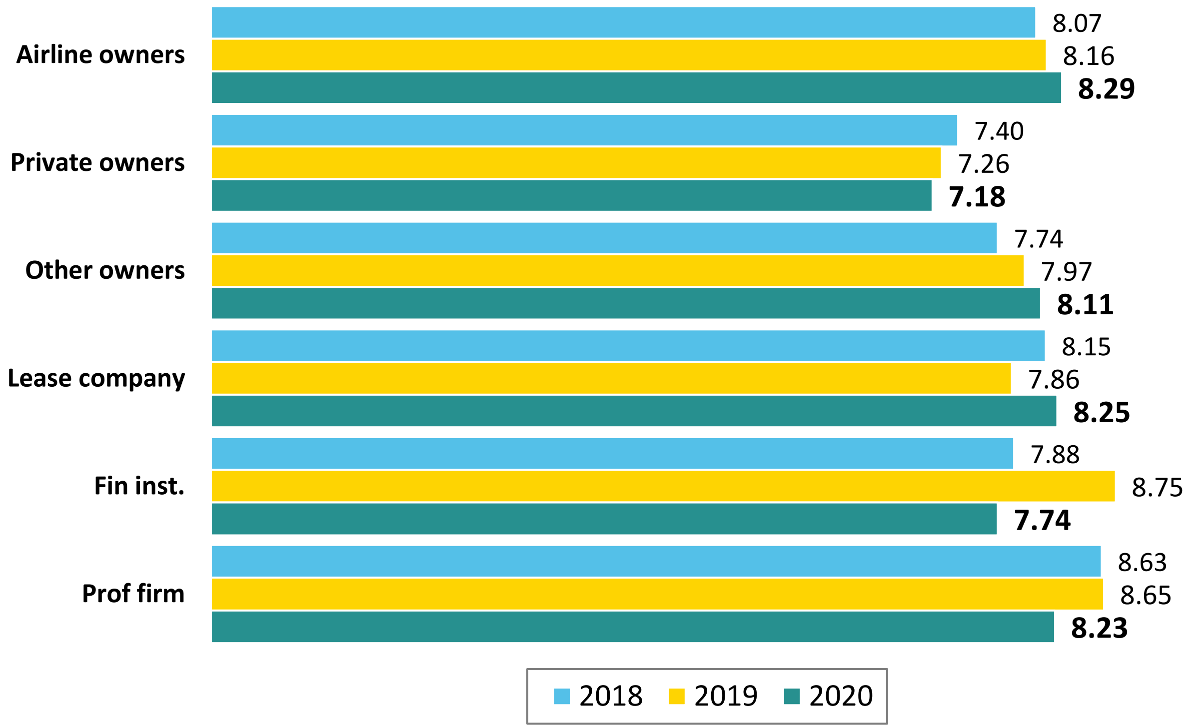
The Registry's overall satisfaction rating also continues to exceed 8 out of 10.

Q.2 And taking everything into account, how would you rate your overall satisfaction with the Registry?

Overall Satisfaction with the Registry x Demographics

Base: All Users N - 300



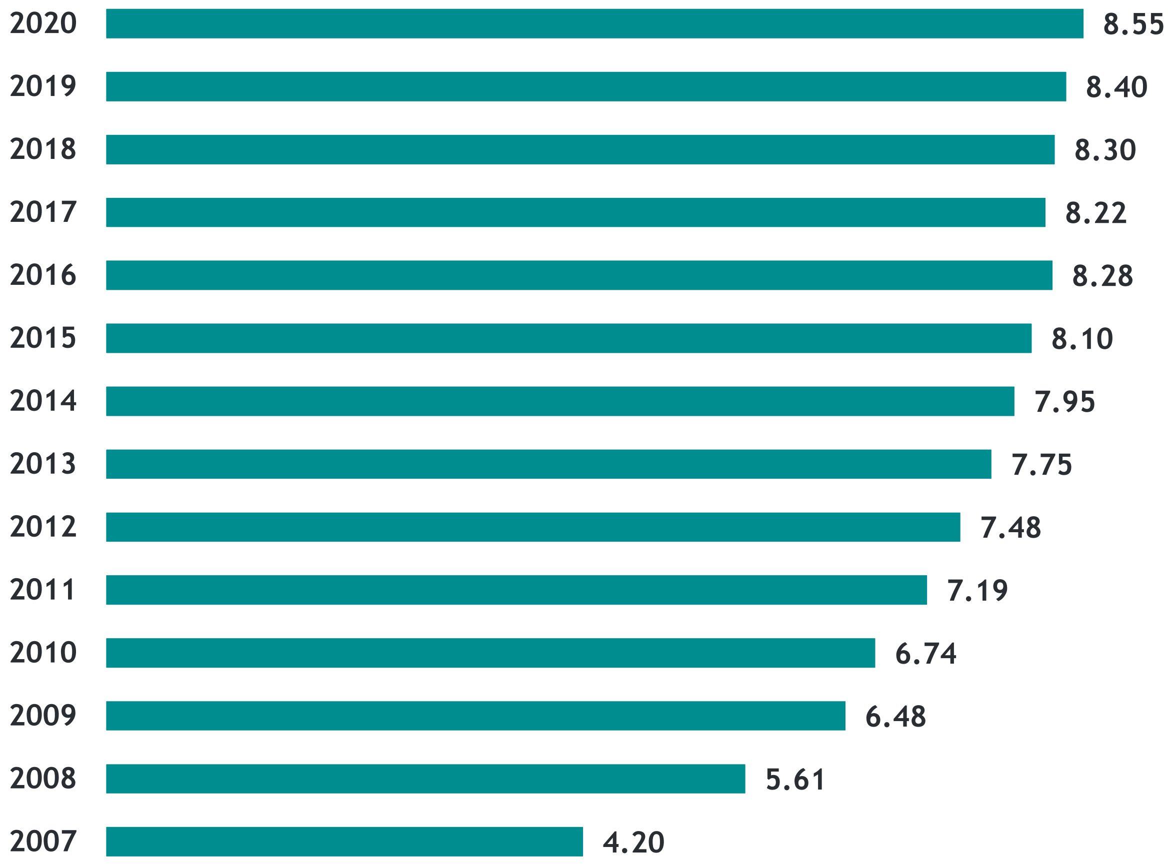


The overall satisfaction rating is highest amongst female users, those aged 55 years plus, airline owners, lease companies, and professional services firms.

Q.2 And taking everything into account, how would you rate your overall satisfaction with the Registry?

Overall worth of registry to business: Ten point Rating Scale

Base: All Users N - 300



The perceived worth of the Registry to users' business has yet again reached an all time high at 8.55 out of 10.

Q.1 Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.

Key Service Aspects:

Overall Performance Rating (10 Point Scale)

Significant increase: 2019-2018
Significant decrease: 2019-2018

	Most Important	Mean Performance Rating										
	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
The degree to which the functionality of the Registry fits with the way your business functions.	8.28	7.93	8.12	7.94	8.06	7.88	7.75	7.46	7.18	7.12	6.7	6.42
Overall ease of use of the Registry.	8.04	7.91	7.8	7.73	8	7.88	7.43	7.26	6.89	7.01	6.64	6.52
Speed of refunds	**8.81**	8.95	8.83	8.56	8.52	8.42	8.39	8.17	7.74	8.14	7.01	6.69
Level of fee charged.	7.89	7.78	7.59	7.42	7.65	7.48	7.31	7.15	6.79	6.64	5.51	6.18
Reliability of technical aspects of the Registry.	8.60	8.53	8.38	8.23	8.46	8.42	8.28	7.79	7.79	7.89	7.3	7.22
Speed of Registry during use.	8.49	8.46	8.26	8.2	8.31	8.23	8.16	7.9	7.59	7.73	7.17	7.1
Efficiency of resolution of queries by Registry Officials	8.98	9.13	9.11	8.95	8.93	8.88	8.63	8.44	8.23	8.06	7.82	7.61
Speed of approval for new Administrators/Users	8.91	9.05	8.98	8.93	8.91	8.64	8.42	8.36	8.17	8.27	8.09	7.92
Technical knowledge of Registry Officials regarding the Registry	9.04	9	9.01	8.92	8.95	8.91	8.69	8.57	8.38	8.4	8.2	7.86
Registry Officials' language skills	9.20	9.35	9.27	9.24	9.27	9.25	9.04	8.95	8.91	8.96	8.76	8.73
Quality of information sent to you from the Registry Officials	9.05	9.19	8.99	8.99	8.98	8.84	8.72	8.47	8.29	8.32	8.11	7.93
Efficiency of credit card transactions.	9.10	9.1	8.88	9.02	9.06	9.04	8.91	8.77	8.32	8.48	8.22	8.28
Availability of Registry Officials	8.90	9.17	8.86	8.95	8.95	8.86	8.57	8.38	8.02	8.08	7.64	7.41

Performance satisfaction has improved most notably year-on-year in relation to the fit of the Registry with business functionality, overall ease of use of the Registry and the level of fee charged.

Q.1 Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.

Key Service Aspects:

Overall Performance Rating (10 Point Scale)

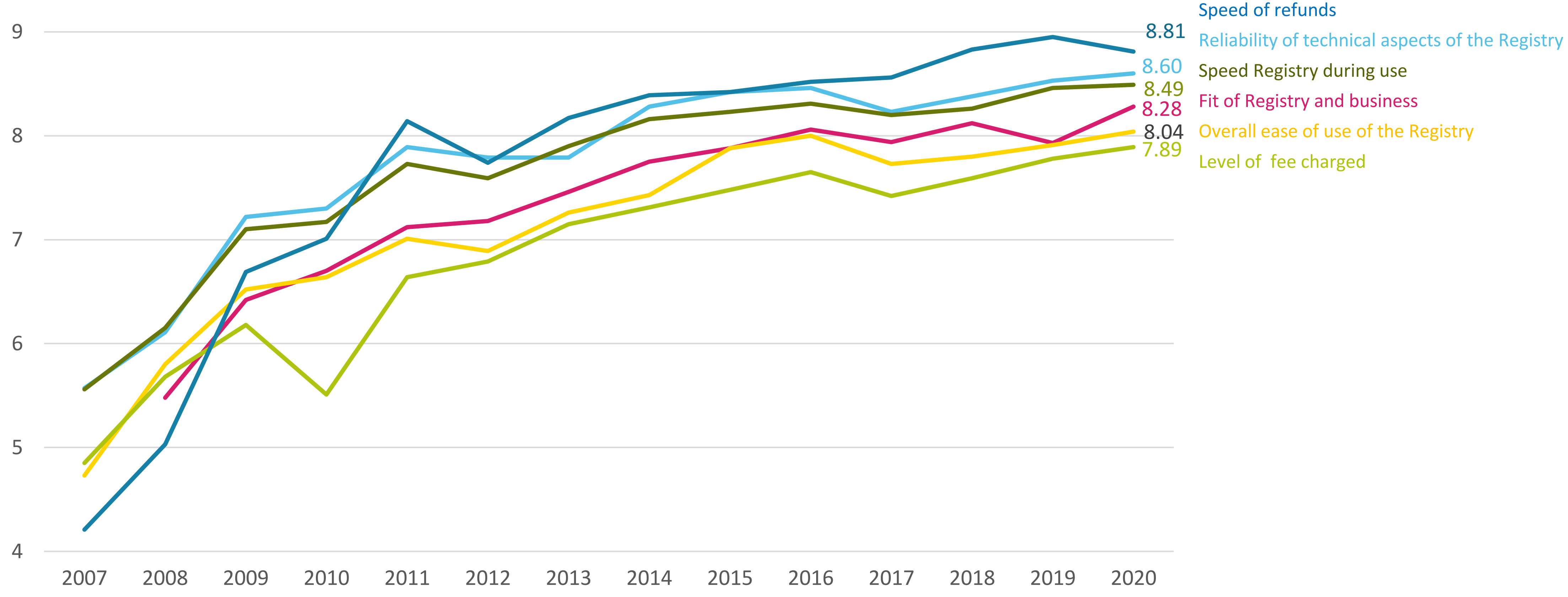
	Mean Performance Rating							% Scoring 1-2							% Scoring 9-10							% of No Opinion							YOY CHANGE 2020 vs 2019
	2020	2019	2018	2017	2016	2015	2019	2020	2019	2018	2017	2016	2015	2014	2020	2019	2018	2017	2016	2015	2014	2020	2019	2018	2017	2016	2015	2014	
MOST IMPORTANT																													
Fit of Registry and business functionality	**8.28**	7.93	8.12	7.94	8.06	7.88	7.75	2	3	2	6	5	2	3	**52**	47	52	51	49	46	41	5	2	2	5	2	5	5	**+0.35**
Overall ease of use of the Registry	**8.04**	7.91	7.8	7.73	8	7.88	7.43	2	4	4	6	2	3	5	**47**	44	44	45	47	45	37	1	0	-	1	1	1	1	**+0.13**
Speed of refunds	**8.81**	8.95	8.83	8.56	8.52	8.42	8.39	1	0	0	0	0	0	1	**32**	36	34	19	20	20	19	56	51	49	67	69	65	64	**-0.14**
Level of fee charged	**7.89**	7.78	7.59	7.42	7.65	7.48	7.31	1	1	2	4	2	2	5	**40**	39	37	33	36	33	33	11	8	6	9	6	7	5	**+0.11**
Reliability of technical aspects of the Registry	**8.60**	8.53	8.38	8.23	8.46	8.42	8.28	1	0	2	2	2	1	1	**56**	54	54	48	53	54	45	7	9	7	9	9	8	12	**+0.07**
Speed of registry during use	**8.49**	8.46	8.26	8.2	8.31	8.23	8.16	1	2	3	3	3	1	2	**58**	60	55	52	53	52	48	2	1	0	1	1	2	2	**+0.03**
Efficiency of resolution of queries by Registry Officials	**8.98**	9.13	9.11	8.95	8.93	8.88	8.63	1	1	1	0	0	0	2	**69**	76	74	68	68	66	59	8	4	6	8	6	4	6	**-0.15**
Speed of approval for new Administrators/Users	**8.91**	9.05	8.98	8.93	8.91	8.64	8.42	0	1	0	0	0	1	2	**62**	68	66	59	65	56	50	12	10	9	16	10	12	14	**-0.14**
Technical knowledge of Registry Officials regarding the Registry	**9.04**	9	9.01	8.92	8.95	8.91	8.69	1	0	2	0	0	0	1	**64**	70	70	63	63	66	58	11	5	6	12	11	6	11	**+0.04**
Registry Officials language skills	**9.20**	9.35	9.27	9.24	9.27	9.25	9.04	2	0	0	0	0	0	0	**69**	75	75	70	72	75	66	14	8	9	14	14	10	11	**-0.15**
Quality of information sent to you by the Registry Officials	**9.05**	9.19	8.99	8.99	8.98	8.84	8.72	1	0	0	1	1	1	1	**66**	73	71	68	71	67	61	7	7	2	7	4	3	5	**-0.14**
Efficiency of credit card transactions	**9.10**	9.1	8.88	9.02	9.06	9.04	8.91	0	1	1	1	0	1	1	**70**	70	67	71	70	69	64	10	8	7	9	8	10	9	**=**
Availability of Registry Officials	**8.90**	9.17	8.86	8.95	8.95	8.86	8.57	2	0	2	0	0	0	1	**62**	76	71	65	67	68	58	9	3	5	8	7	5	7	**-0.27**
LEAST IMPORTANT																													

Overall, levels of satisfaction with all aspects remain very high – although satisfaction with a number of aspects of Registry Officials service have dipped somewhat.

Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.

Key Service Aspects:

Overall Performance Rating (Ten Point Scale) – Top 6 Criteria

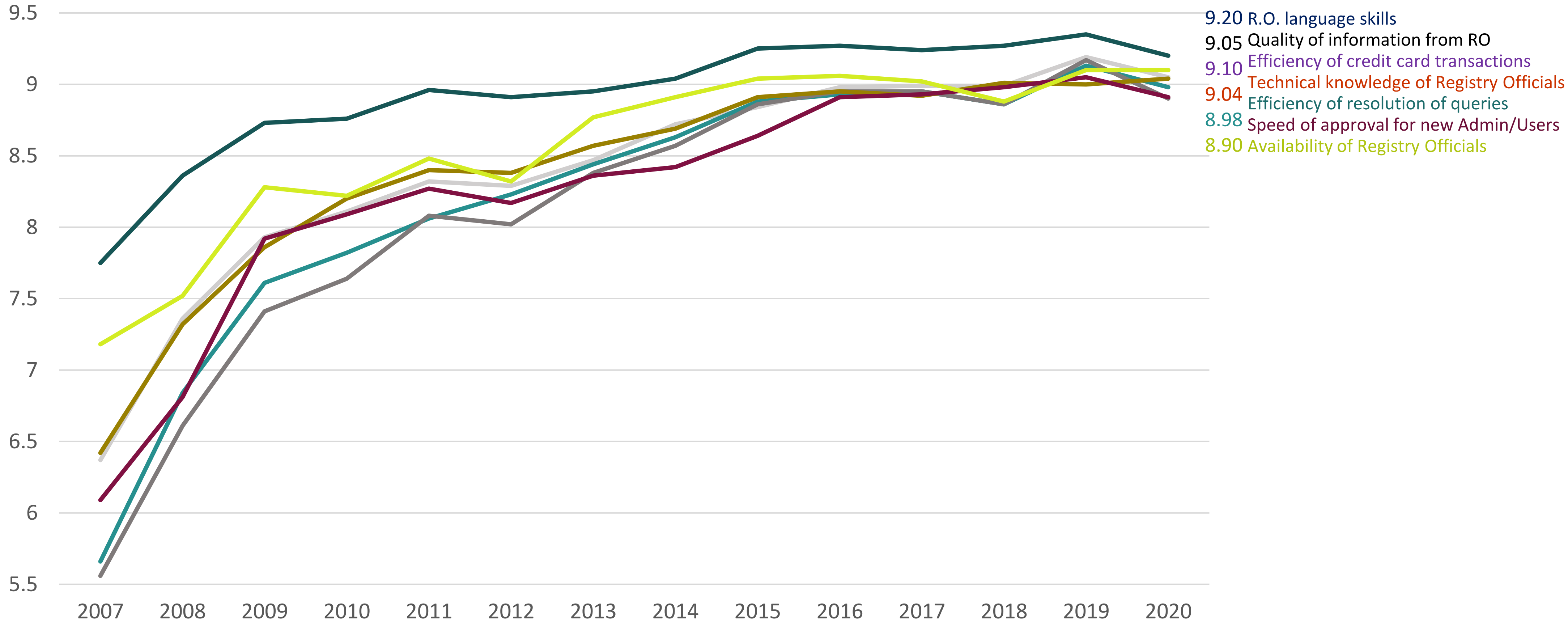


Note that overall satisfaction with five of the top six criteria remains at 8 or higher on a ten point scale.

Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.

Key Service Aspects:

Overall Performance Rating (Ten Point Scale) – Remaining Aspects



Indeed, satisfaction with the remaining seven service aspects either approach or exceed a score of 9 out of 10.

Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.

Satisfaction With The Registry x Key User Groupings

Ten Point Rating Scale

Base: All Users N - 300

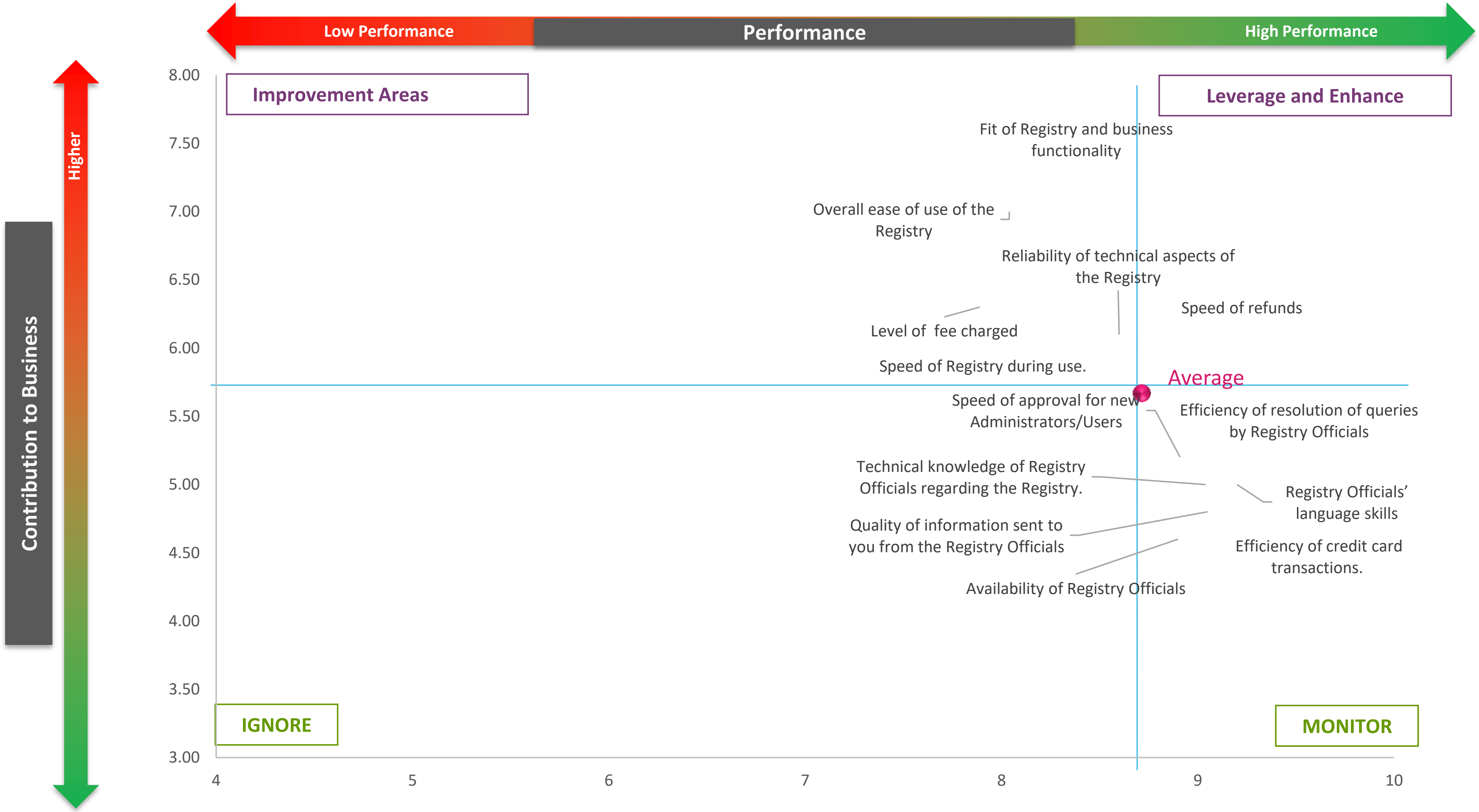
	Total	Gender		Age			Organisation					
		Male	Female	18-44	45-54 yrs	55 yrs +	Airline owners	Private owners	Other Owner	Lease company	Fin inst.	Prof firm
The degree to which the functionality of the Registry fits with the way your business functions.	8.28	8.19	8.39	8.29	8.35	8.2	8.4	7.52	8	8.36	7.69	8.59
Overall ease of use of the Registry.	8.04	7.92	8.18	7.97	7.97	8.24	7.83	7.18	7.72	7.98	7.87	8.43
Speed of refunds	8.81	8.44	9.25	8.95	8.88	8.37	8.38	9	8.67	8.83	8.76	8.94
Level of fee charged.	7.89	7.78	8.03	7.8	7.72	8.3	7.47	8.26	7.97	7.57	7.67	8.15
Reliability of technical aspects of the Registry.	8.60	8.52	8.7	8.45	8.58	8.96	8.51	8.85	8.47	8.76	8.26	8.64
Speed of Registry during use.	8.49	8.35	8.67	8.46	8.34	8.73	7.95	8.27	8.3	8.73	8.68	8.65
Efficiency of resolution of queries by Registry Officials	8.98	8.87	9.11	8.84	9.03	9.25	9.18	9.48	9.03	9.2	8.8	8.76
Speed of approval for new Administrators /Users	8.91	8.81	9.03	8.76	8.98	9.19	8.97	9.32	8.65	9	9	8.84
Technical knowledge of Registry Officials regarding the Registry	9.04	8.82	9.31	8.86	9.24	9.25	9.05	9.45	8.81	9.21	9	8.97
Registry Officials' language skills	9.20	9.09	9.34	9.14	9.2	9.33	9.05	9	9.28	9.41	9.36	9.14
Quality of information sent to you by the Registry Officials	9.05	9.01	9.11	8.9	9.2	9.26	9.37	9.42	9	8.93	9.37	8.85
Efficiency of credit card transactions.	9.10	8.92	9.33	8.92	9.33	9.29	9.21	9.48	8.81	9.22	8.84	9.09
Availability of the Registry Officials	8.90	8.7	9.14	8.76	9	9.14	8.9	9.24	8.5	9.23	8.93	8.81
Overall worth of the Registry to my organisation/business.	8.55	8.36	8.79	8.57	8.45	8.61	8.22	7.55	8.26	9.06	8.59	8.7

In general, satisfaction is highest amongst females, as well as amongst professional firms, lease companies and financial institutions.

Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.

Aviareto: Strategic Performance Matrix 2020

Base: All Users N - 300

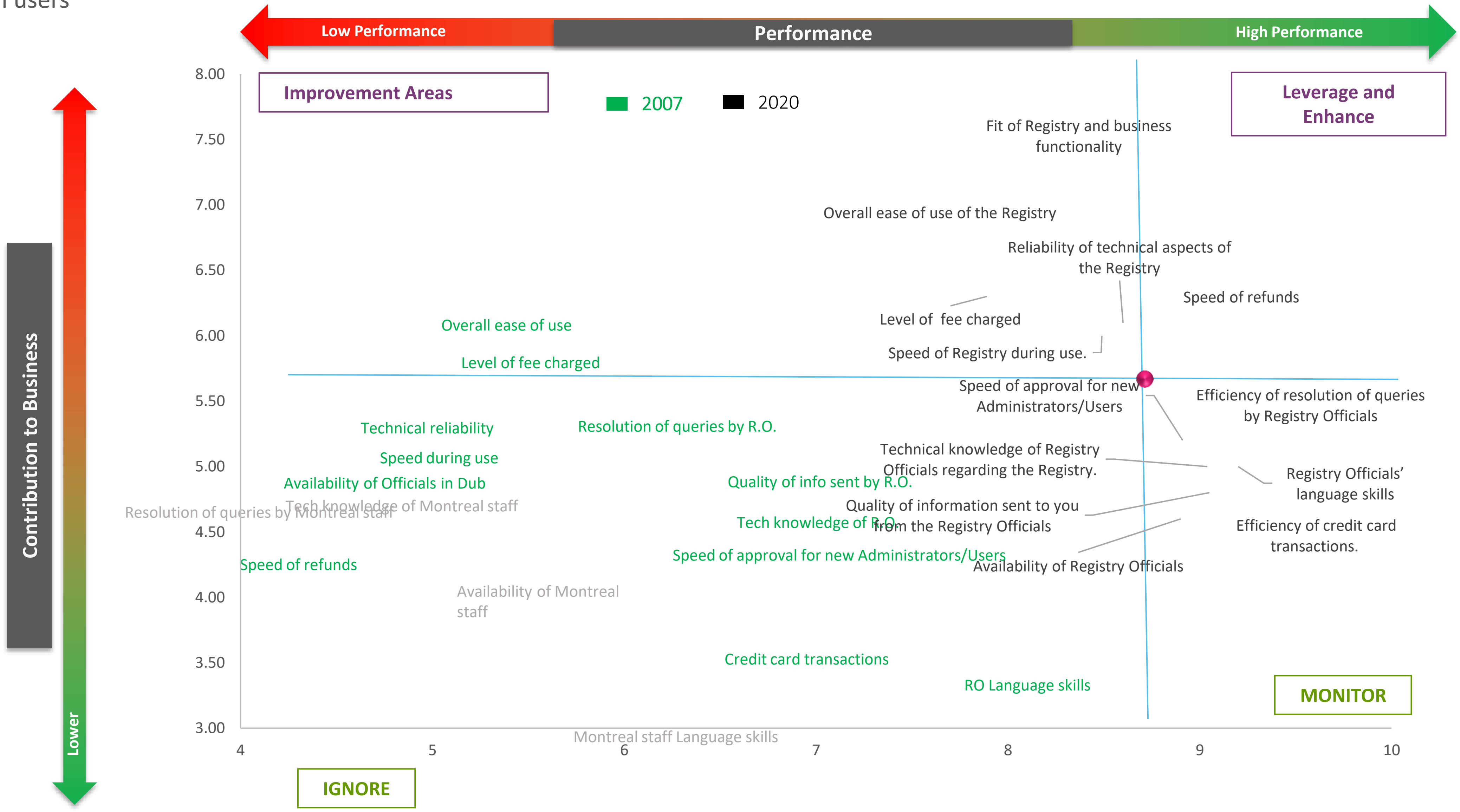


As was the case last year, there are very few aspects of service which require critical or remedial attention .

Firstly, please rate the Registry on each of the following features on a scale of one to ten, where ten means you think it is completely satisfactory and one means it is completely unsatisfactory.

Aviareto: Strategic Performance Matrix 2020 vs 2007

Base: All users

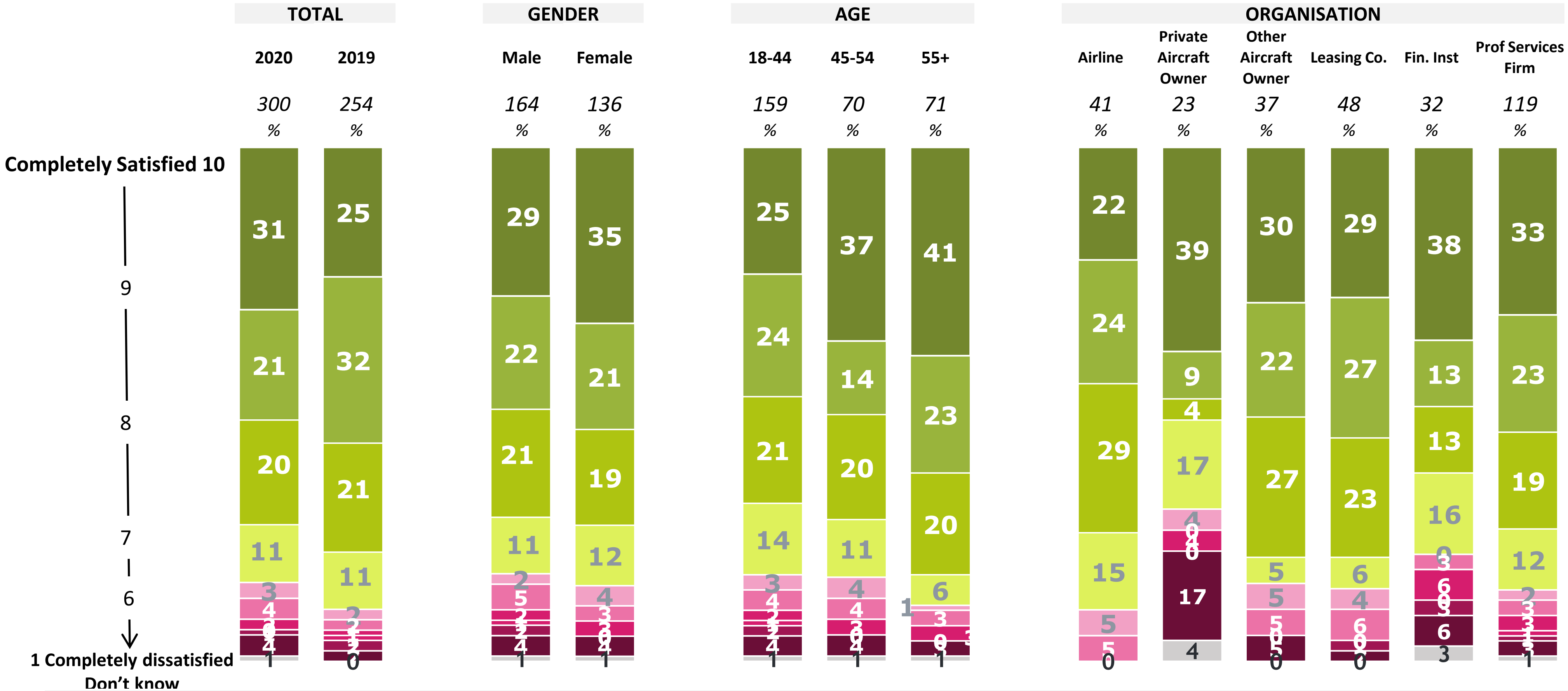


In superimposing the 2020 data on the original 2007 strategic performance map, we can see the extraordinary extent of the user improvements made over the intervening years.

Overall Satisfaction with Registry

Overall Satisfaction Ratings with the Registry

Base: All Users N - 300



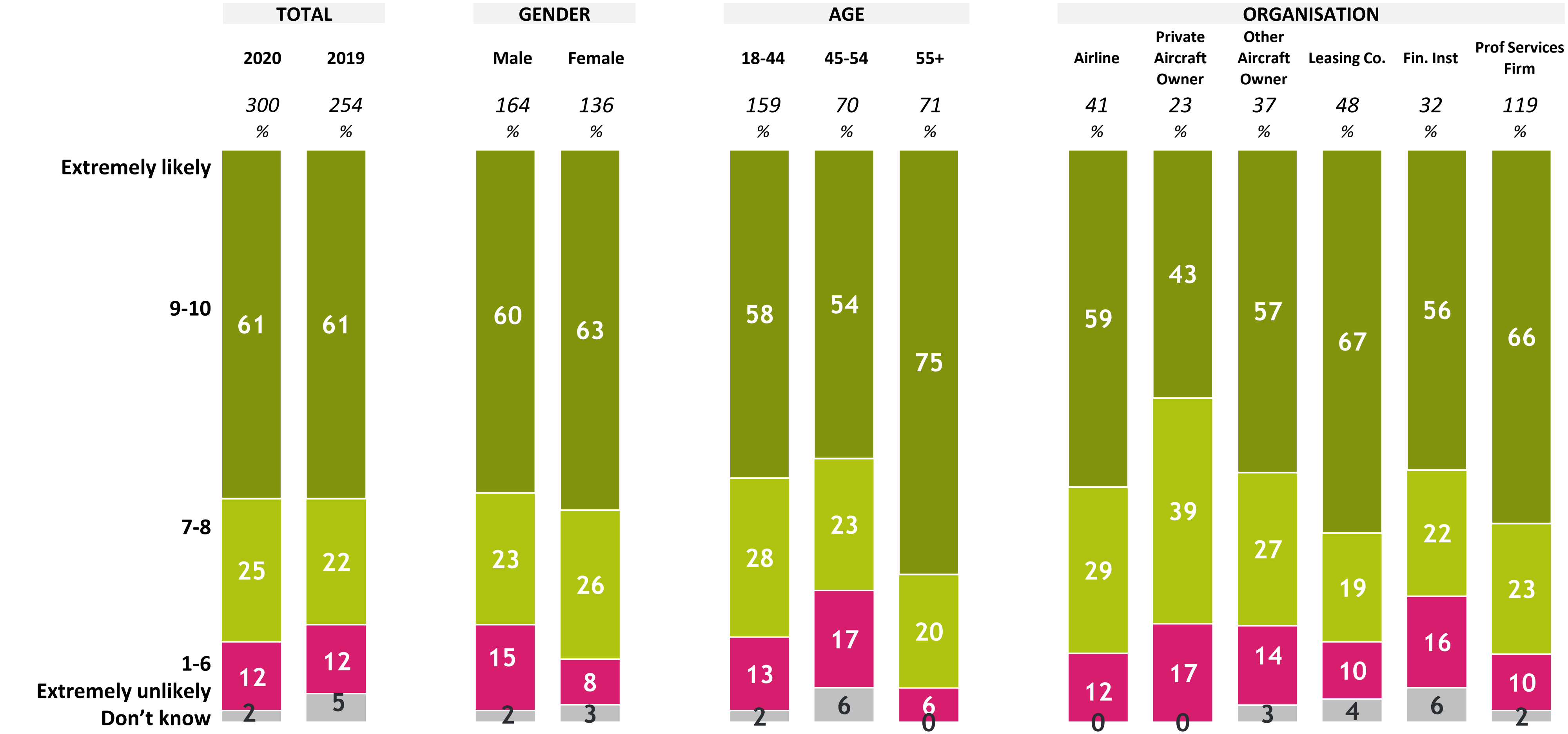
	2020	2019	Male	Female	18-44	45-54	55+	Airline	Private Aircraft Owner	Other Aircraft Owner	Leasing Co.	Fin. Inst	Prof Services Firm
Top 2 Score (9-10)	53	57	51	55	48	51	63	46	48	51	56	50	55
Mid (7-8)	32	33	32	31	35	31	25	44	22	32	29	28	31
Low (1-6)	15	10	16	13	16	16	10	10	26	16	15	19	13
Mean	8.10	8.25	7.98	8.24	7.87	8.14	8.57	8.29	7.18	8.11	8.25	7.74	8.23

Overall satisfaction with the Registry, in keeping with general survey results, remains at over 8 out of 10 with greatest satisfaction amongst airlines, leasing companies and professional services firms.

Q.2 Taking everything into account, how would you rate your overall satisfaction with the Registry on a scale of one to ten where 10 means that you think it is completely satisfactory, and 1 means it is completely unsatisfactory.

Likelihood to Recommend Registry

Base: All Users N - 300



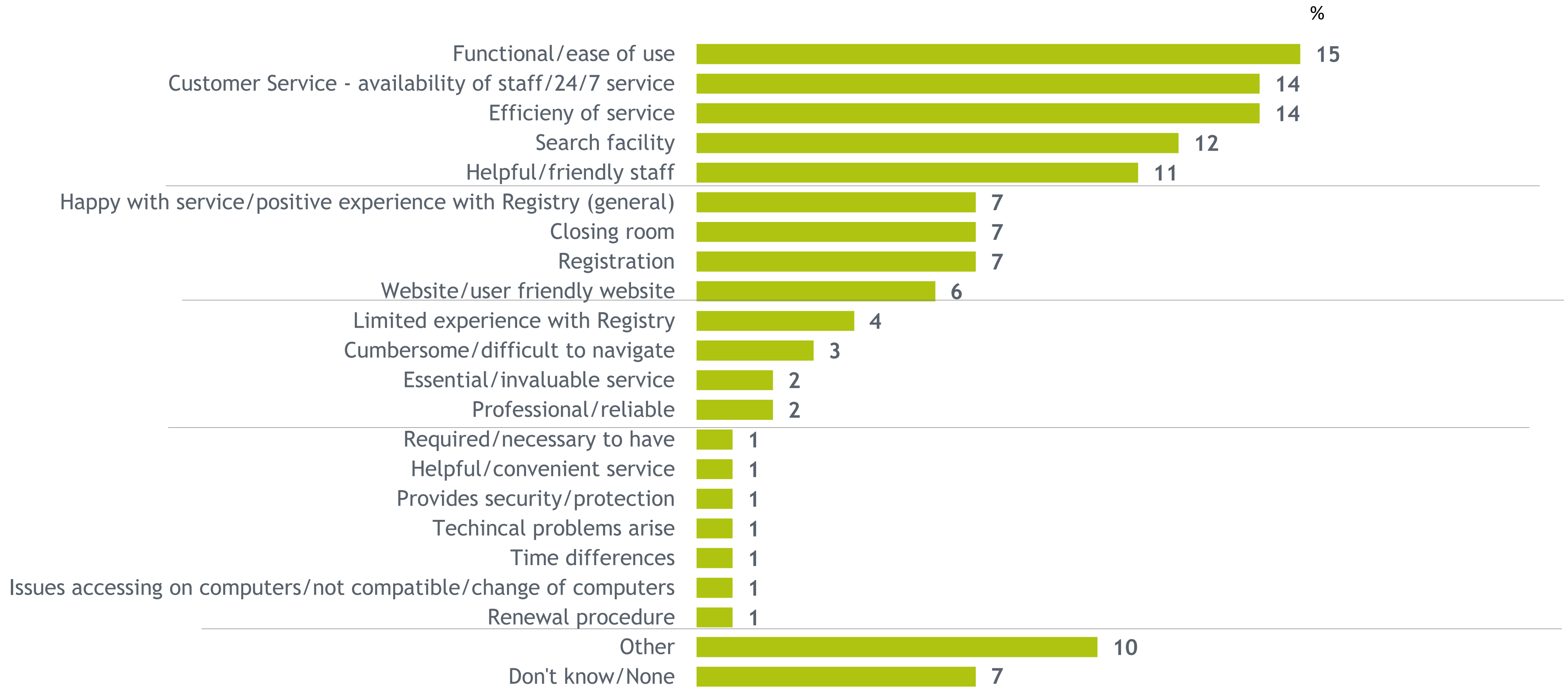
	2020	2019	Male	Female	18-44	45-54	55+	Airline	Private Aircraft Owner	Other Aircraft Owner	Leasing Co.	Fin. Inst	Prof Services Firm
NPS Score	**+49**	**+49**	**+45**	**+55**	**+45**	**+37**	**+69**	**+47**	**+26**	**+43**	**+57**	**+40**	**+56**
Mean score	**8.50**	**8.53**	8.27	8.79	8.42	8.30	8.87	8.63	7.70	8.31	8.67	8.17	8.69

The Registry Net Promoter Score (NPS) remains at a very high +49. The NPS scores is highest amongst leasing companies and professional services firm users.

Q.3 And how likely would you be to recommend the Registry to relevant colleagues in the industry on a ten point scale where 10 is extremely likely to recommend, and 1 is extremely unlikely to recommend?

Reasons for Overall Satisfaction (7-10 Score)

Base: All respondents scoring 7 to 10 N - 257

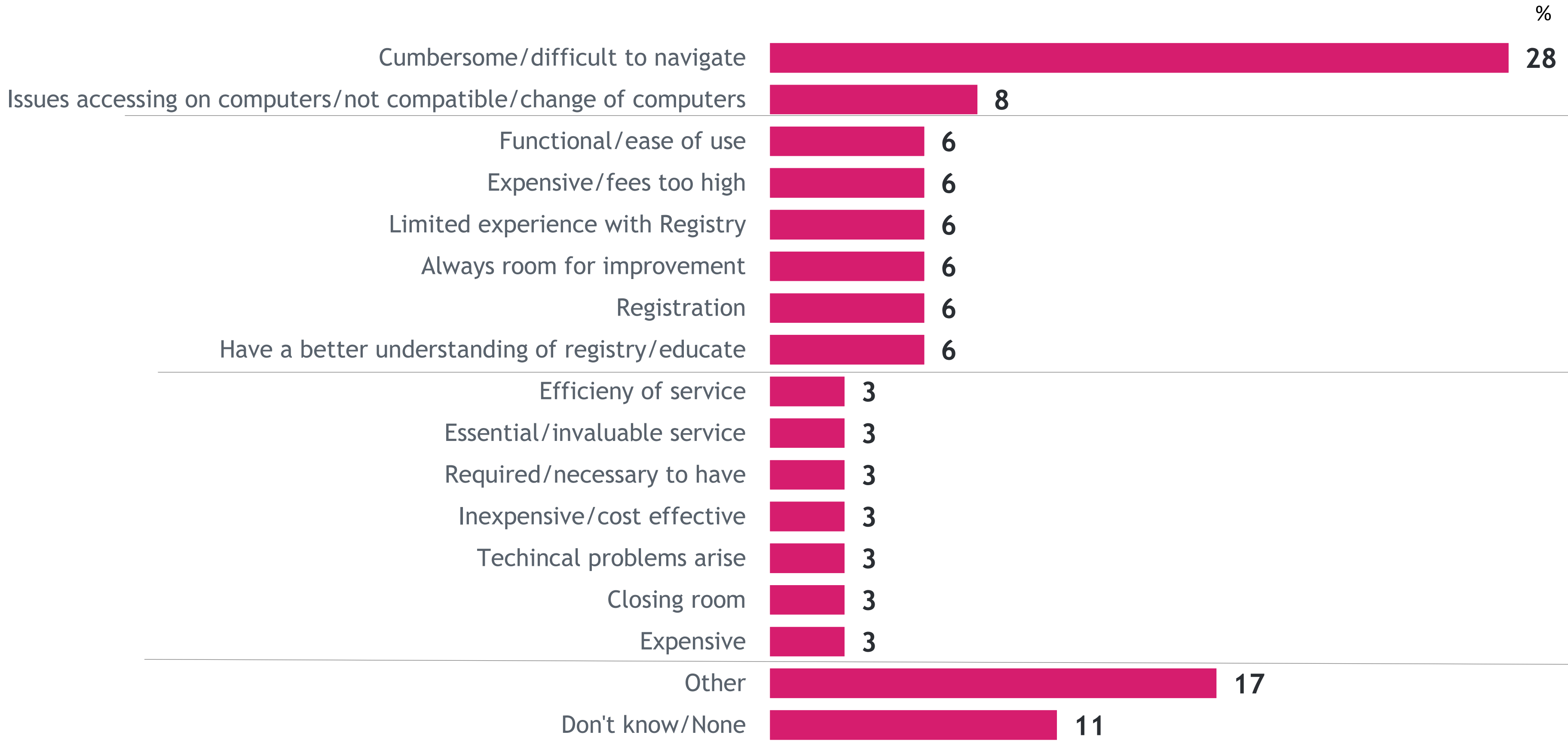


Those particularly happy with the Registry identify its ease of use, general service and helpfulness of staff provided, and the Registry search facility as key reasons for their satisfaction.

Q.4b What specific aspects of the Registry do you feel work particularly well?

Reasons for Score 1-6

Base: All respondents scoring 1 to 6 N – 36*



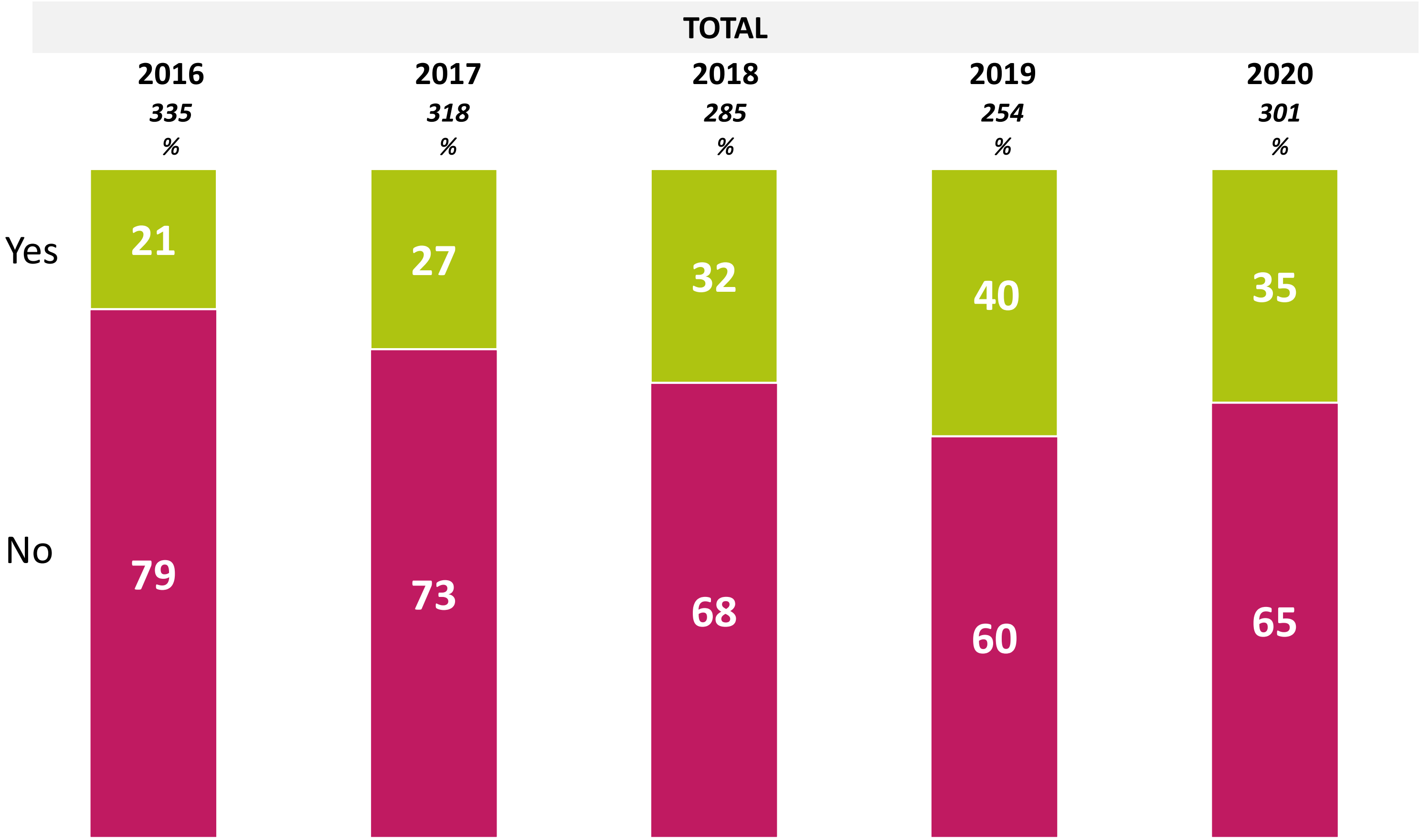
**Caution low base size*

The minority of users who fall into the Detractor segment generally find the Registry cumbersome/difficult to navigate or experience technical difficulties with it.

What specific aspects of the Registry do you feel need to be enhanced or improved upon?

Use of Closing Room

Base: All Users N - 300

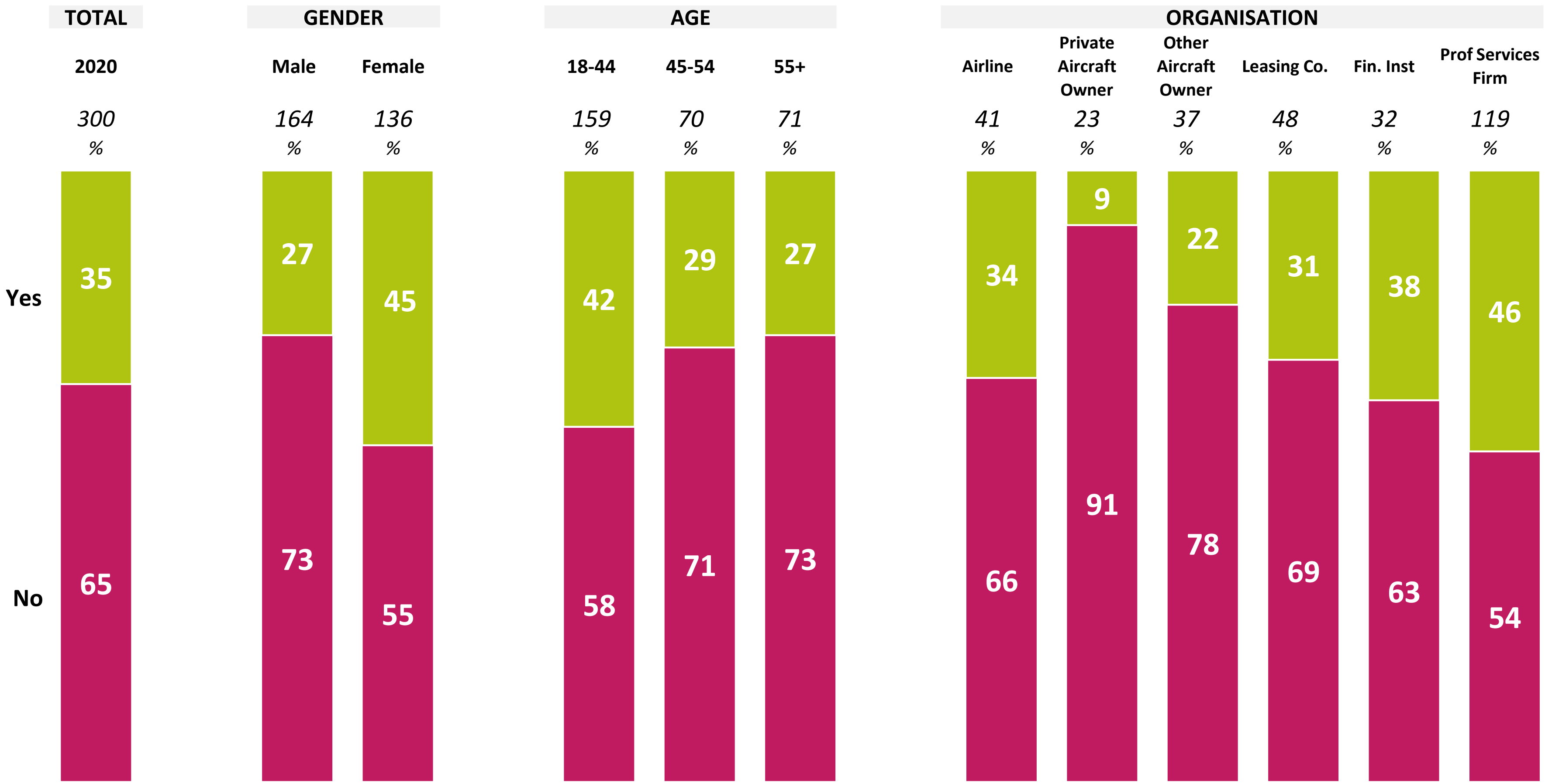


The proportion of respondents using the Closing Room has dropped from 4 in 10 in 2019 to just over a third in 2020.

Q.5a Now thinking specifically about the Closing Room, do you use the Closing Room feature?

Use of Closing Room

Base: All respondents - 300



Use of the Closing Room is highest amongst females, the Under 45's and professional services firms.

Now thinking specifically about the Closing Room, do you use the Closing Room feature?

Benefits of Closing Room

Base: All using the Closing Room - 106

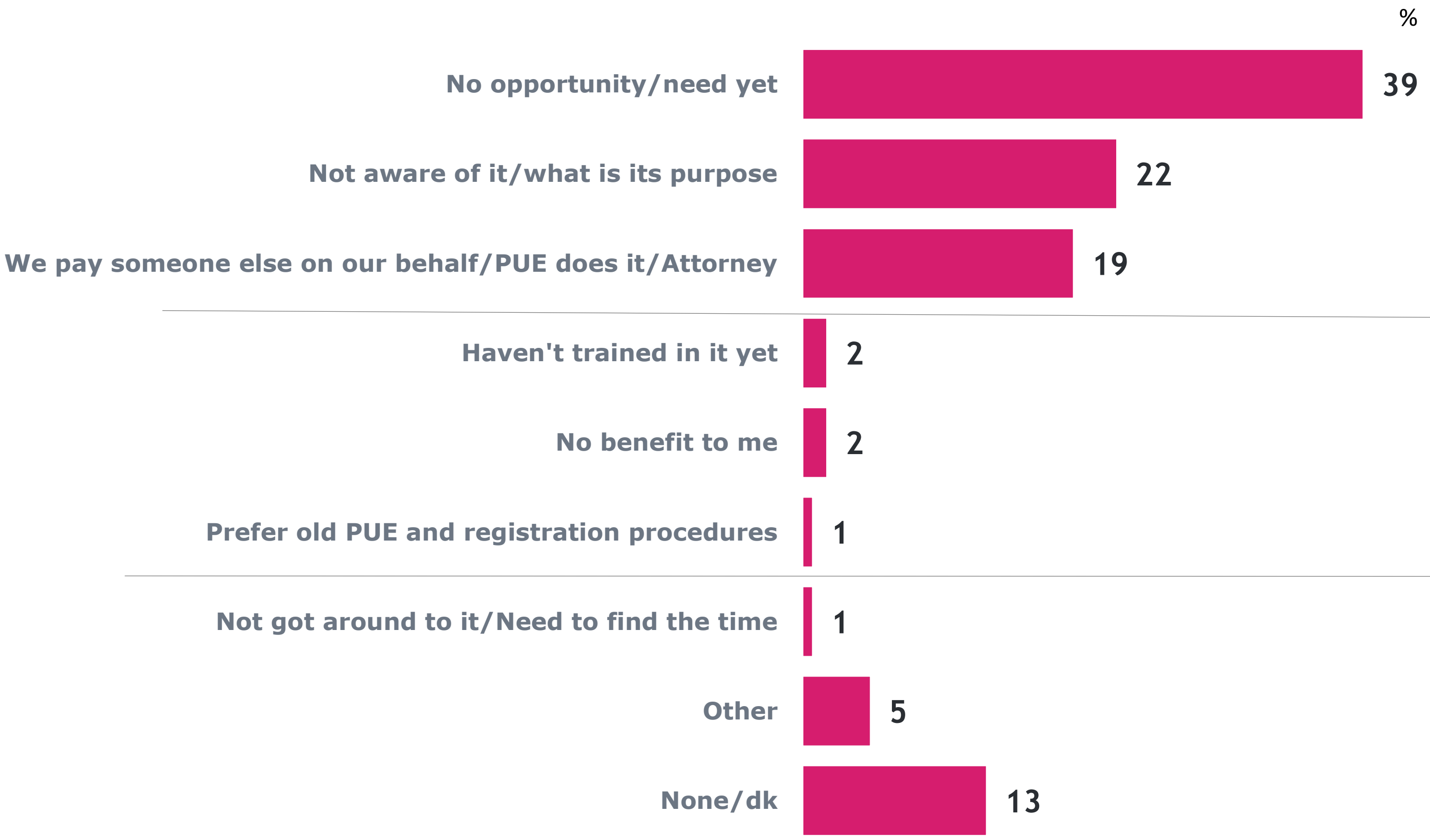
	%	2019 %	2018 %
Ability to review and amend fillings/All information in one place	35	30	35
Easy to use	26	13	13
It's quick and efficient	12	12	16
Ease of multi party closing	7	6	8
Happy with it.	5	8	12
Haven't much experience with it	5	2	3
Not user friendly	5	2	5
Reduces risk/Secure	4	2	1
Streamlines registrations	4	1	1
Benefits all parties involved	3	8	9
Effective tool	3	6	7
Allow more than one closing room ID	2	2	n/a
Abililty to obtain consents prior to payout	1	4	n/a
Ability to do searches	1	2	1
Takes too long to consent each interest	1	2	2
Ease of financial transactions/Easier tracking of transactions	0	7	4
Other	16	6	7
None/dk	5	6	4

The perceived benefits of the Closing Room are on a par with those identified in 2018 and 2019 – i.e. the ability to review and amend filings in one place, as well as its overall efficiency and effectiveness.

Q.5b And could you describe in your own words the benefits you find in using the Closing Room.

Reasons for not using the Closing Room

Base: All who do not use the Closing Room N - 194



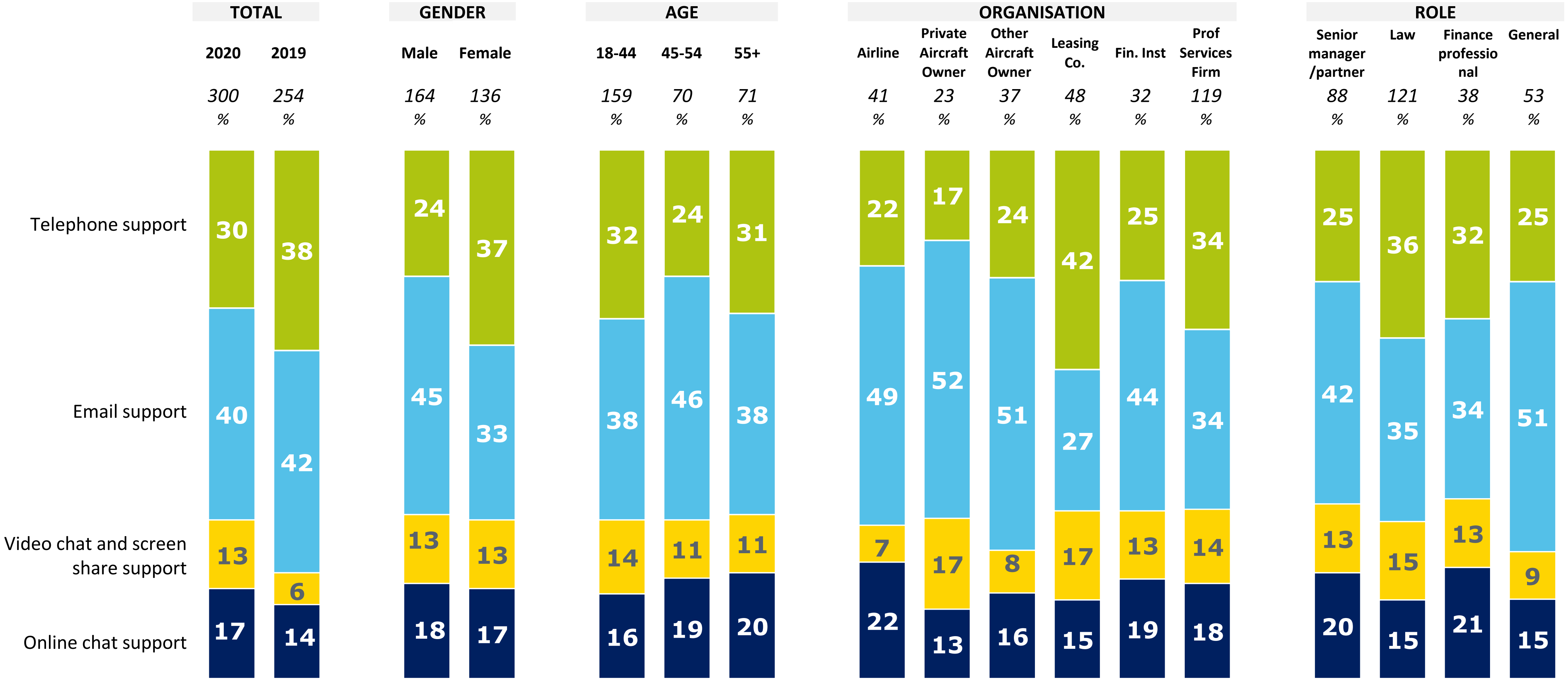
2019 %	2018 %
45	53
20	22
12	19
3	2
1	1
n/a	n/a
n/a	n/a
5	1
18	6

For most people who have not yet used the Closing Room there are no specific barriers to future adoption of it, although one in five of this sub-group pay someone else on their behalf for the service.

Q.5c Why do you not use the Closing Room. Any other reason?

Preferred Support Channel

Base: All Users N - 300

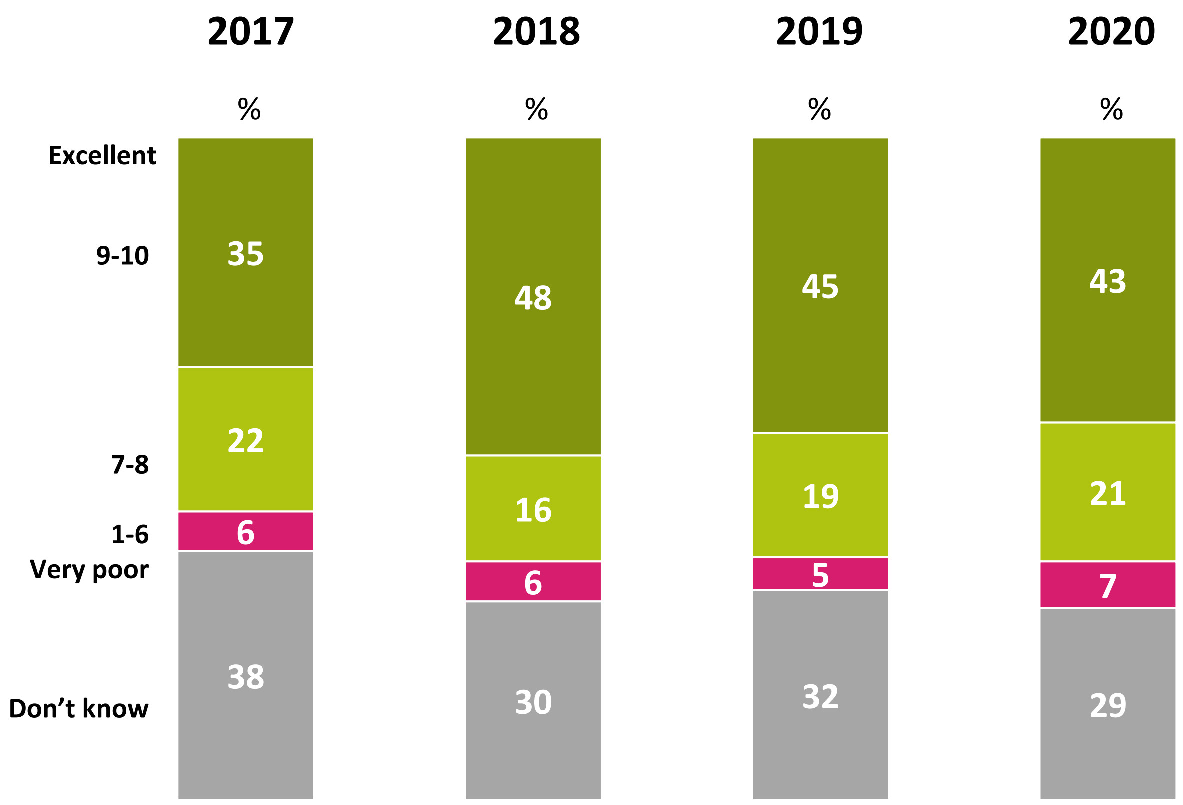


Large proportions of users still indicate a preference for telephone and email customer support, although the percentage opting for video chat and screen share support has more than doubled from 6% in 2019 to 13% this year.

Q.6 Which one of the following channels would you most prefer for Registry customer support?

Rating on Cybersecurity

All Users



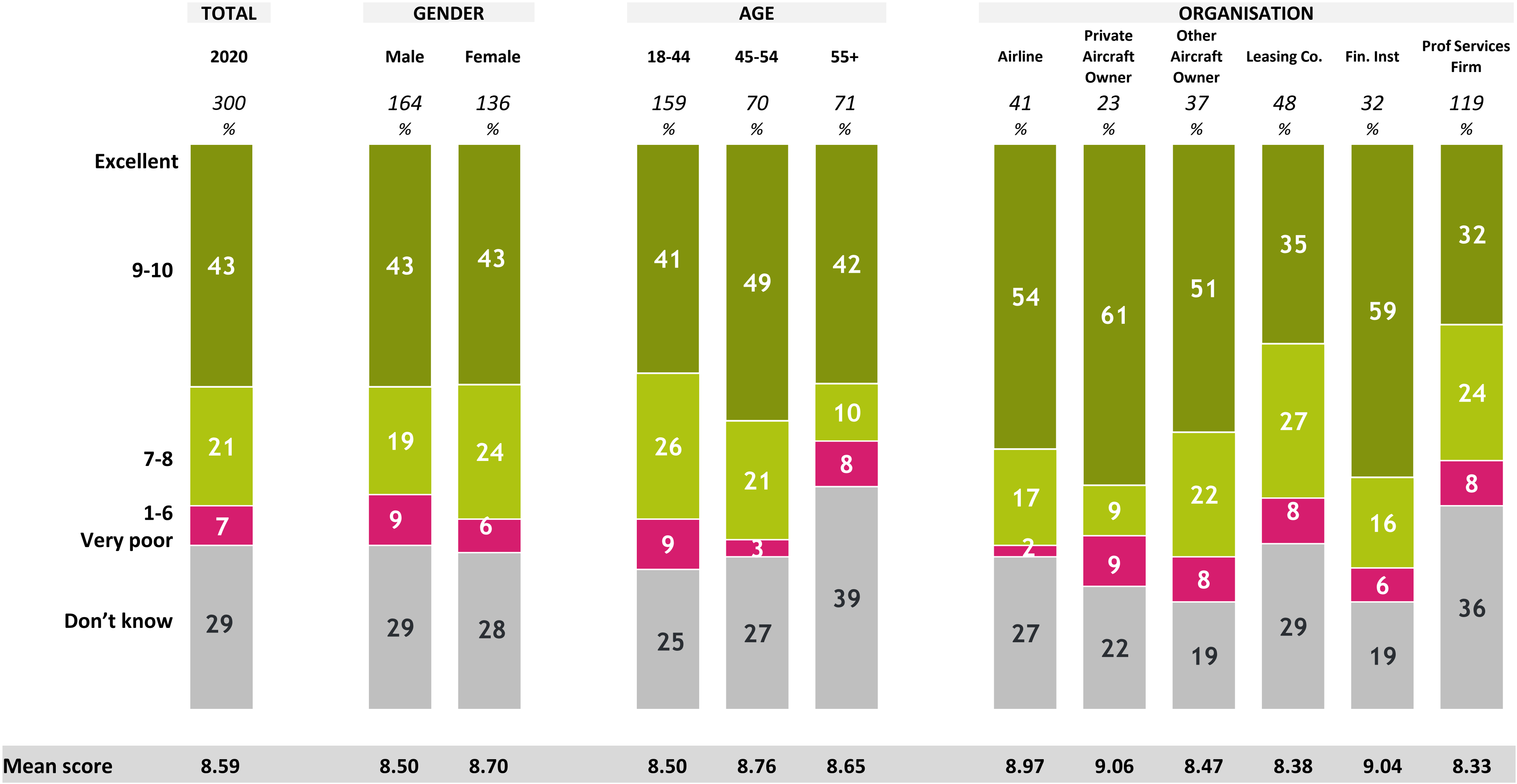
Mean Score	*8.52*	*8.84*	*8.77*	*8.59*

The Registry is rated very positively with regard to information security – scoring 8.59 out of a maximum possible 10 – on a par with last year’s rating of 8.77.

Q.7a Now we would like to focus on Cybersecurity and how you would rate the Registry in terms of information security. On a scale of 1-10 how would you rate the Registry website on information security where 10 is excellent and 1 is very poor.

Rating on Cybersecurity

Base: All Users N - 300



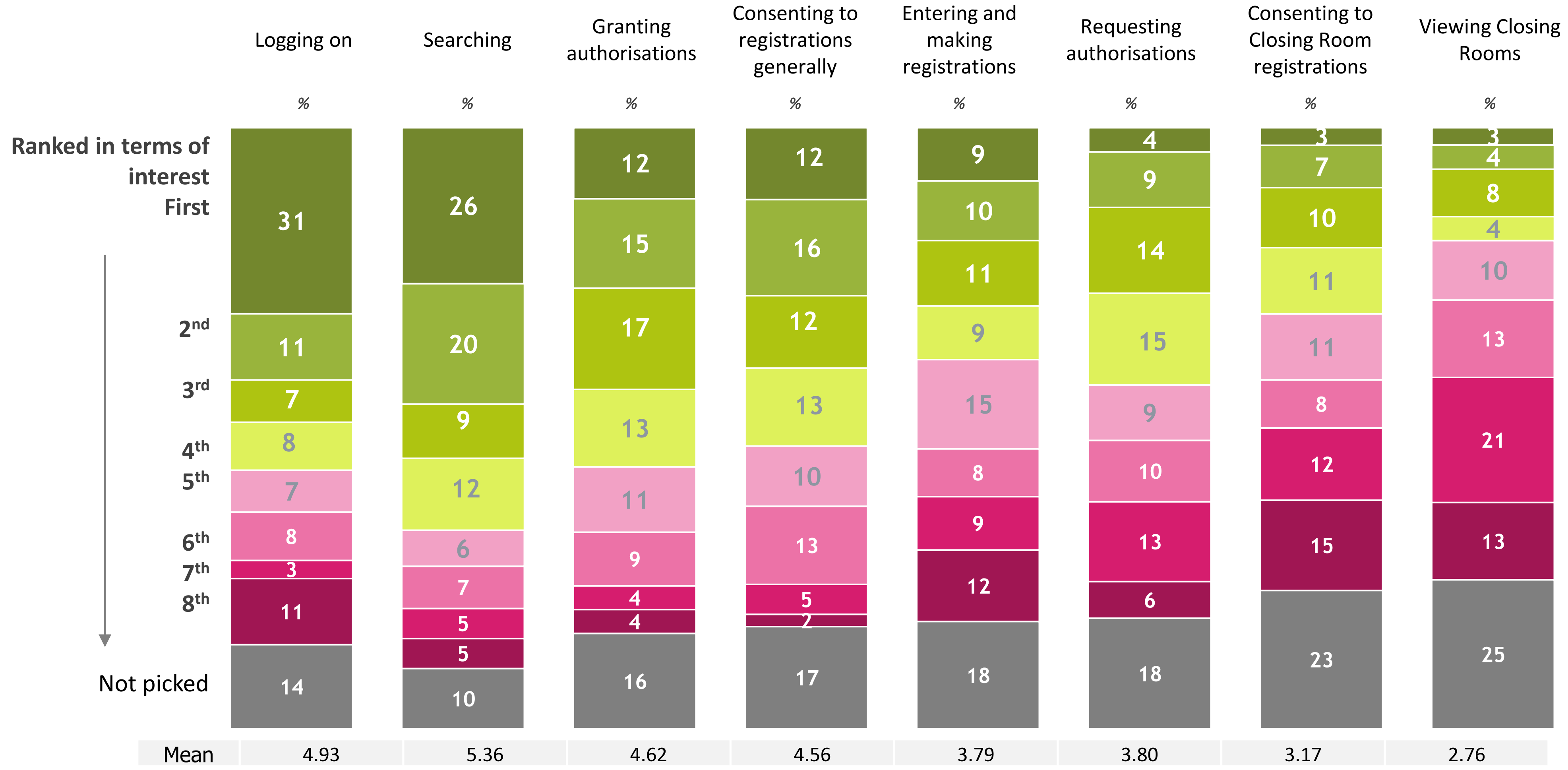
Satisfaction with Registry cybersecurity is high across all user types.

Now we would like to focus on Cybersecurity and how you would rate the Registry in terms of information security. On a scale of 1-10 how would you rate the Registry website on information security where 10 is excellent and 1 is very poor.

Interest in Registry Features

Interest in Registry Features Available on Mobile App

Base: All Users N - 300



Registry features that users would be most interested in availing of through a mobile device app include logging on, searching, granting authorisations, and consenting to registrations generally.

Q.7b Next we would like you to consider the idea of having the Registry available through a mobile device App. Below is a list of the specific Registry features that could be made available through such a mobile device app. Please rank the various features from 1 to 8, where 1 is the feature you would be most interested in using through a mobile app, 2 would be of second most interest to you, right through to 8, which would be the feature you would be least interested in using through an app.

Interest in Registry Features Available on Mobile App

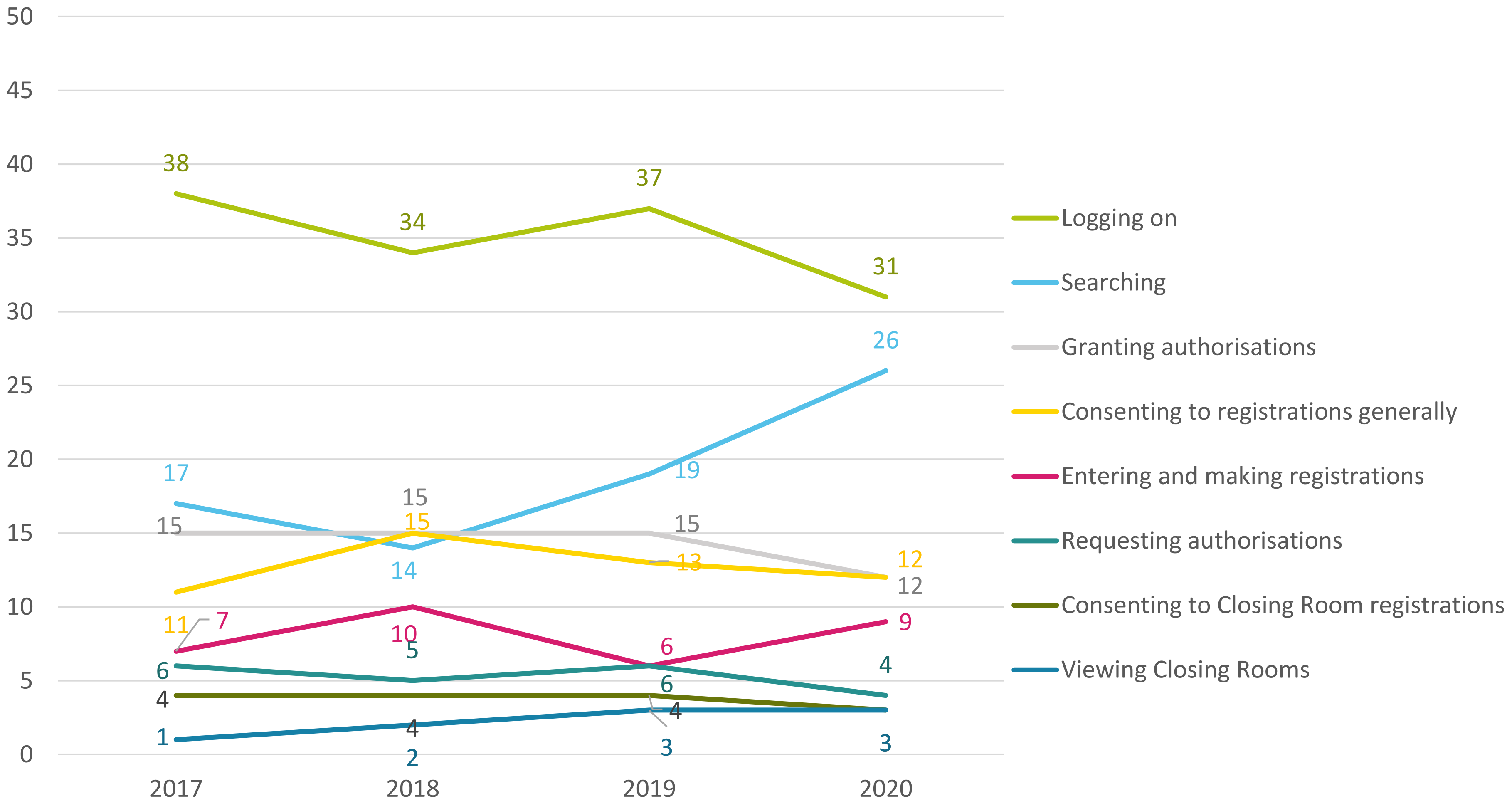
Base: All Users N - 300

	Total	Gender		Age			Organisation					
		Male	Female	18-44	45-54 yrs	55 yrs +	Airline owners	Private owners	Other Owner	Lease company	Fin inst.	Prof firm
Searching	5.36	5.37	5.35	5.43	5.27	5.31	4.76	4.35	5.11	5.06	4.69	6.15
Logging on	4.93	4.77	5.13	4.58	5.79	4.87	4.76	5.00	5.11	4.56	4.91	5.08
Granting authorisations	4.62	4.47	4.81	4.39	4.86	4.92	4.95	4.26	4.81	4.96	5.78	4.08
Consenting to registrations generally	4.56	4.54	4.60	4.66	4.59	4.32	4.71	5.22	4.68	4.38	5.28	4.24
Requesting authorisations	3.80	3.88	3.71	3.92	3.63	3.70	3.51	3.57	3.49	3.54	3.63	4.20
Entering and making registrations	3.79	4.14	3.38	4.03	3.69	3.37	3.85	4.91	3.86	3.63	3.31	3.73
Consenting to Closing Room registrations	3.17	3.11	3.24	3.36	2.81	3.08	3.12	2.65	2.84	3.83	3.28	3.08
Viewing Closing Rooms	2.76	2.52	3.05	2.89	2.81	2.41	2.66	2.04	2.43	2.92	2.38	3.08

Some differences do emerge across the user groupings as to which specific Registry features they would like to see available on a mobile app.

Q.7b Next we would like you to consider the idea of having the Registry available through a mobile device App. Below is a list of the specific Registry features that could be made available through such a mobile device app. Please rank the various features from 1 to 8, where 1 is the feature you would be most interested in using through a mobile app, 2 would be of second most interest to you, right through to 8, which would be the feature you would be least interested in using through an app.

Interest in Registry Features Available on Mobile App – 1st Mention Comparison



There has been a significant increase in interest in the option to grant authorisations via mobile app in 2020 (26%) versus 2019 (19%).

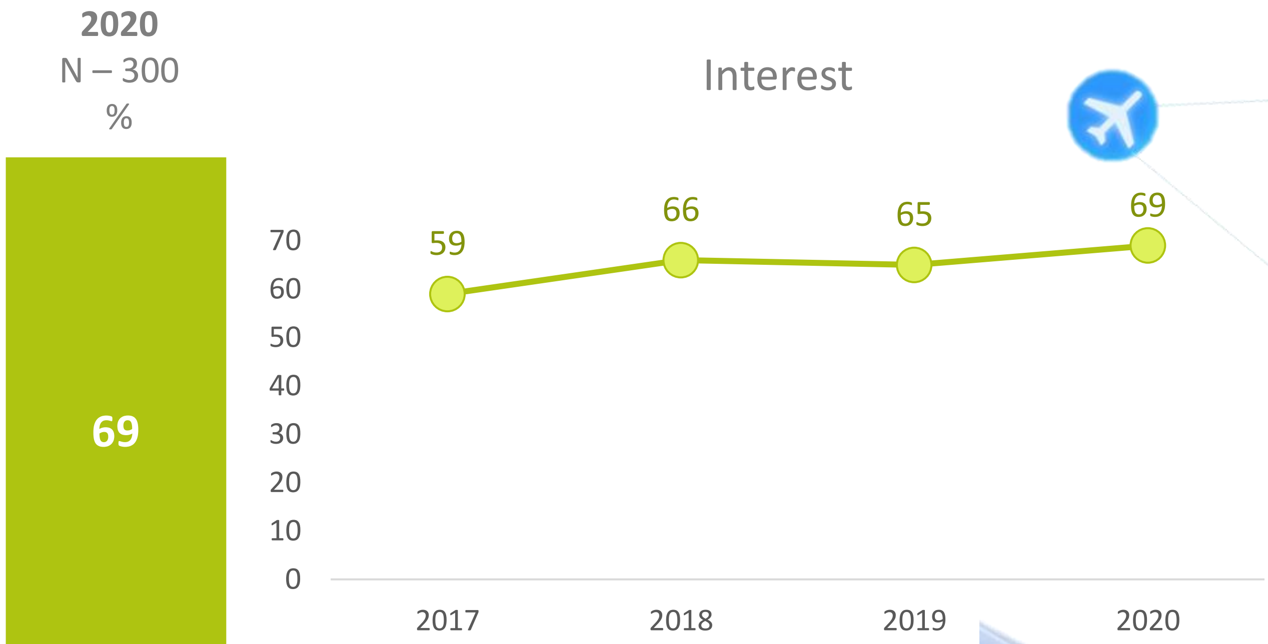
Q.7b Next we would like you to consider the idea of having the Registry available through a mobile device App. Below is a list of the specific Registry features that could be made available through such a mobile device app. Please rank the various features from 1 to 8, where 1 is the feature you would be most interested in using through a mobile app, 2 would be of second most interest to you, right through to 8, which would be the feature you would be least interested in using through an app.

Overall interest in using features on mobile device app

Base: All Users N - 300

I would be interested in using all of these features through a mobile device app.

I would not be interested in using any of these features through a mobile app

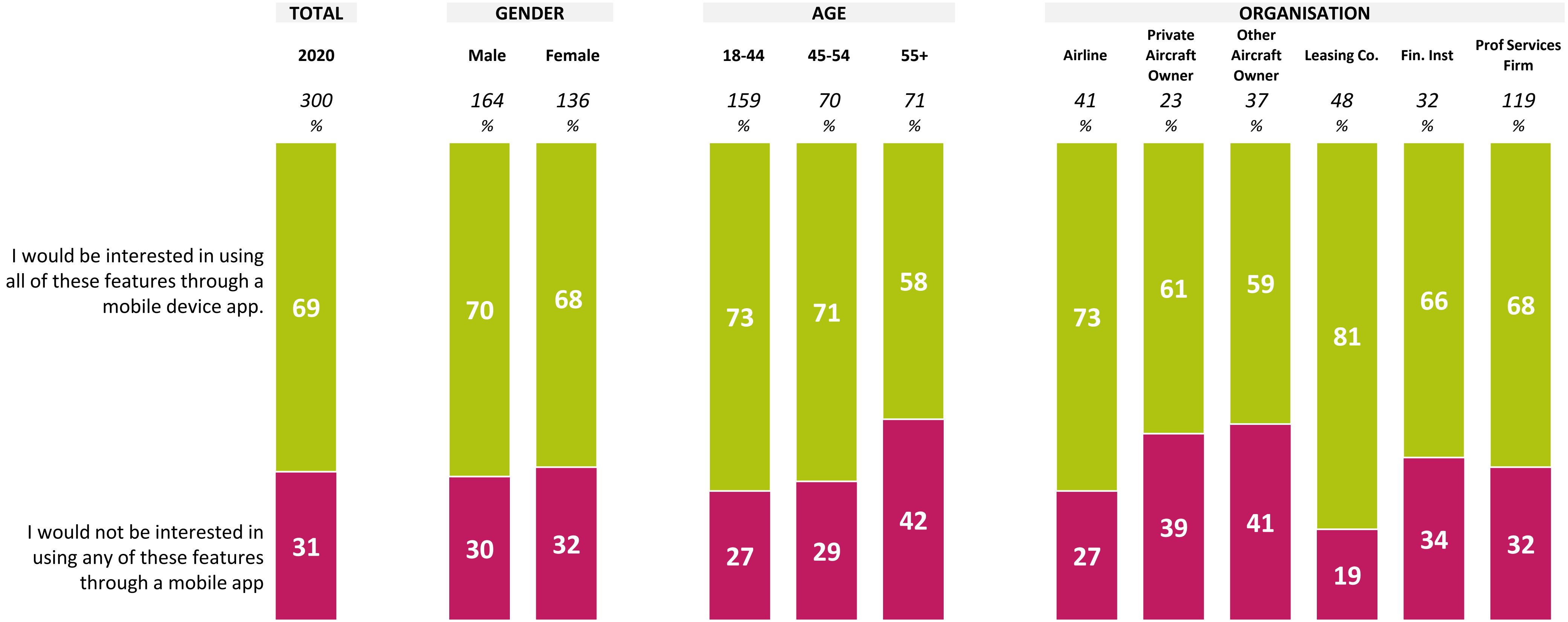


7 in 10 of all Registry users would be interested in using all of the proposed features through a mobile device app, with a consistent one-third not interested in any.

Q.7c And which of the following statements best describes your overall view of such a mobile device app?

Overall interest in using features on mobile device app

Base: All Users N - 300

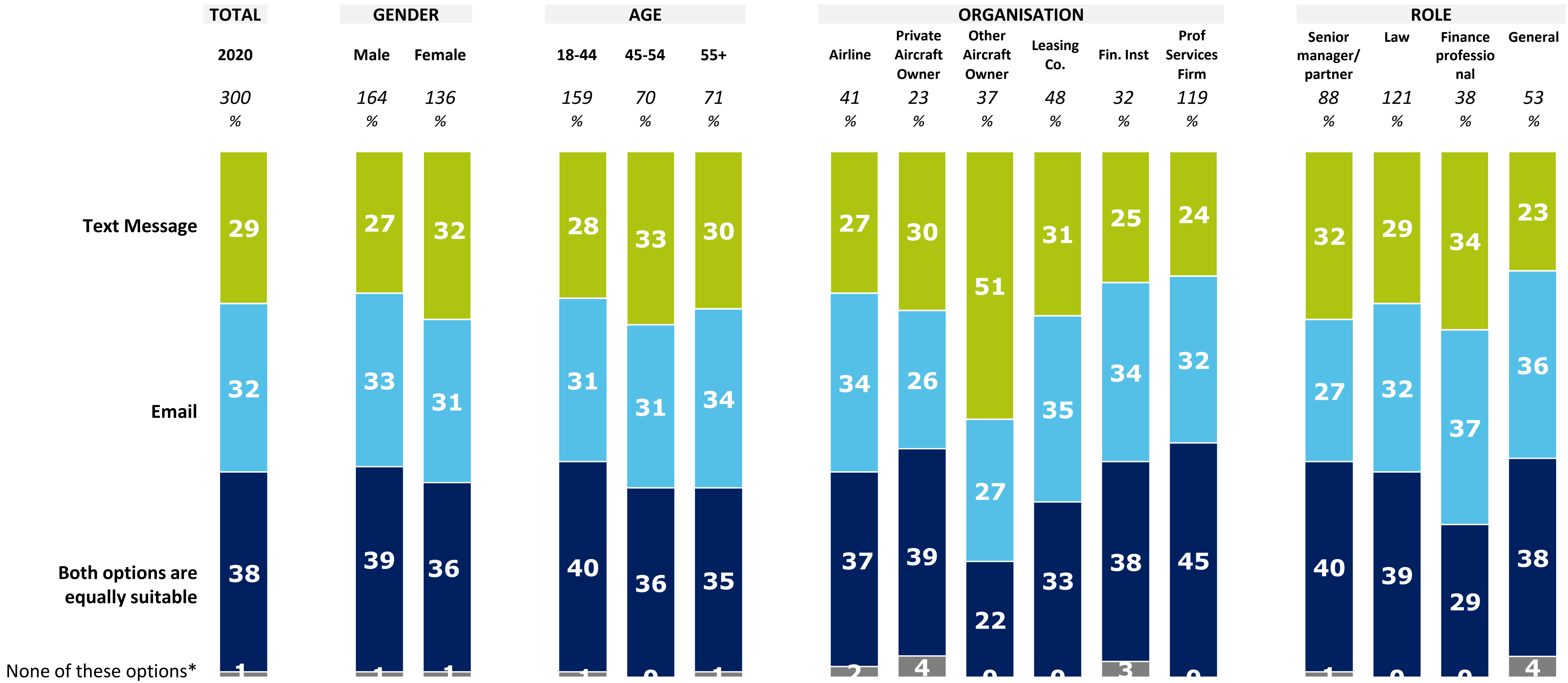


As might be expected, interest in the use of the system via mobile app increases the younger the user is, and is also highest amongst airline and leasing companies.

And which of the following statements best describes your overall view of such a mobile device app?

Preferred Option for Receiving One-time Code

Base: All Users N - 300

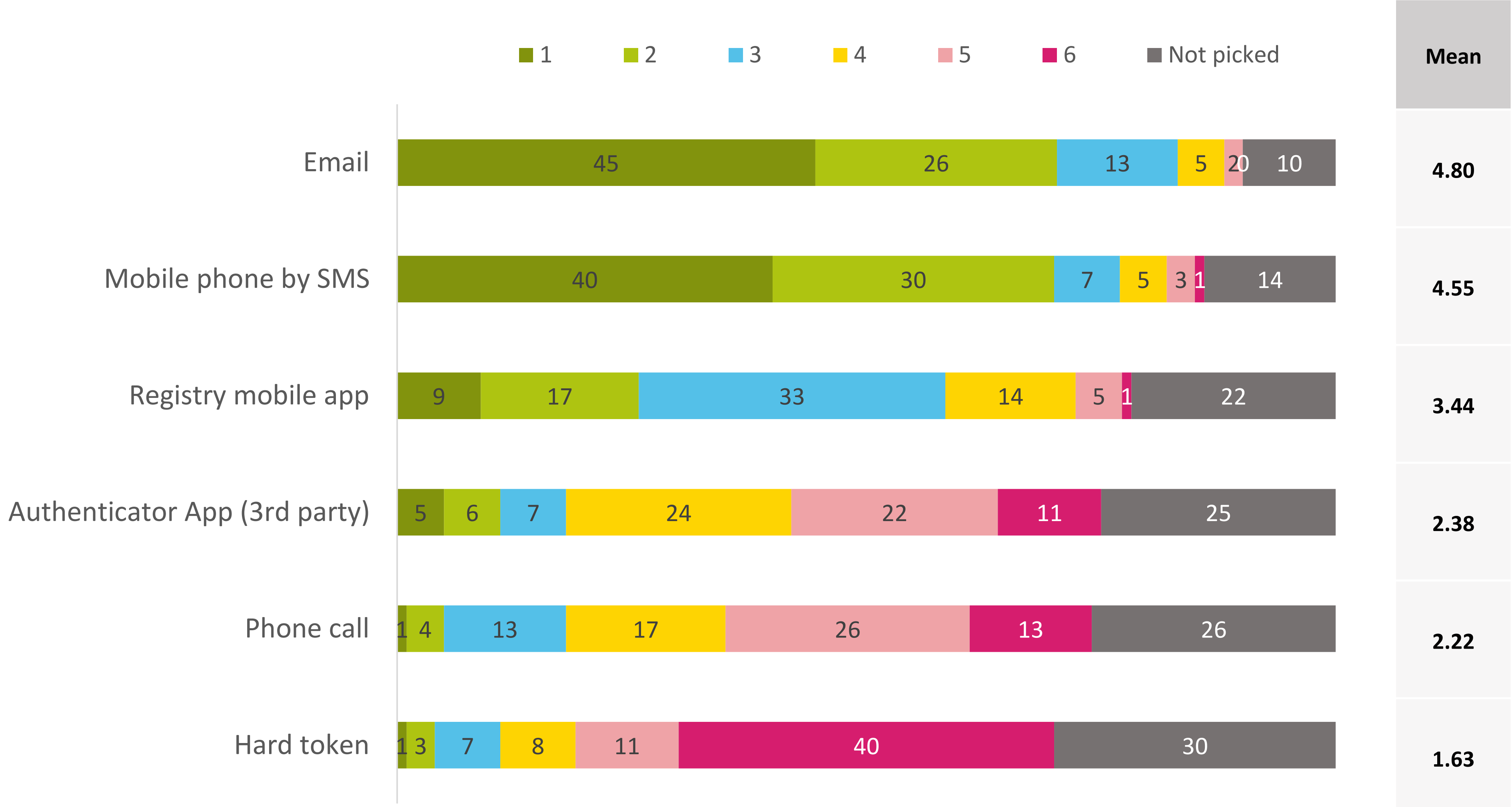


Opinions are very equally divided as to whether users would prefer to receive the one-time log-in code by way of text message or email. Indeed, this mixed view is relatively consistent across sub-groupings with the exception of other aircraft owners whose preference veers towards text message receipt.

Q.7d Work has been on-going on making it easier to access the Registry and digitally sign registrations. In the future you will be required to enter a one-time code each time you login to the registry, similar to online banking. Initially, this code can be sent by email or SMS. Which option for receiving the one-time code is most preferable to you?

Preferences for Receiving One Time Code in the Future

Base: All Users N - 300



Email and SMS are also the preferred methods for receiving the one-time code in the future, followed at some distance by Registry Mobile App.

Q.7fIn the future, additional support methods for receiving the one time code may be provided. Please consider the different potential methods for receiving the code below. Please rank these options from 1 to 6 where 1 is the option most preferred, 2 would be the next most preferred option, right through to 6 which would be your least preferred option.

Preferences for Receiving One Time Code in the Future

Base: All Users N - 300

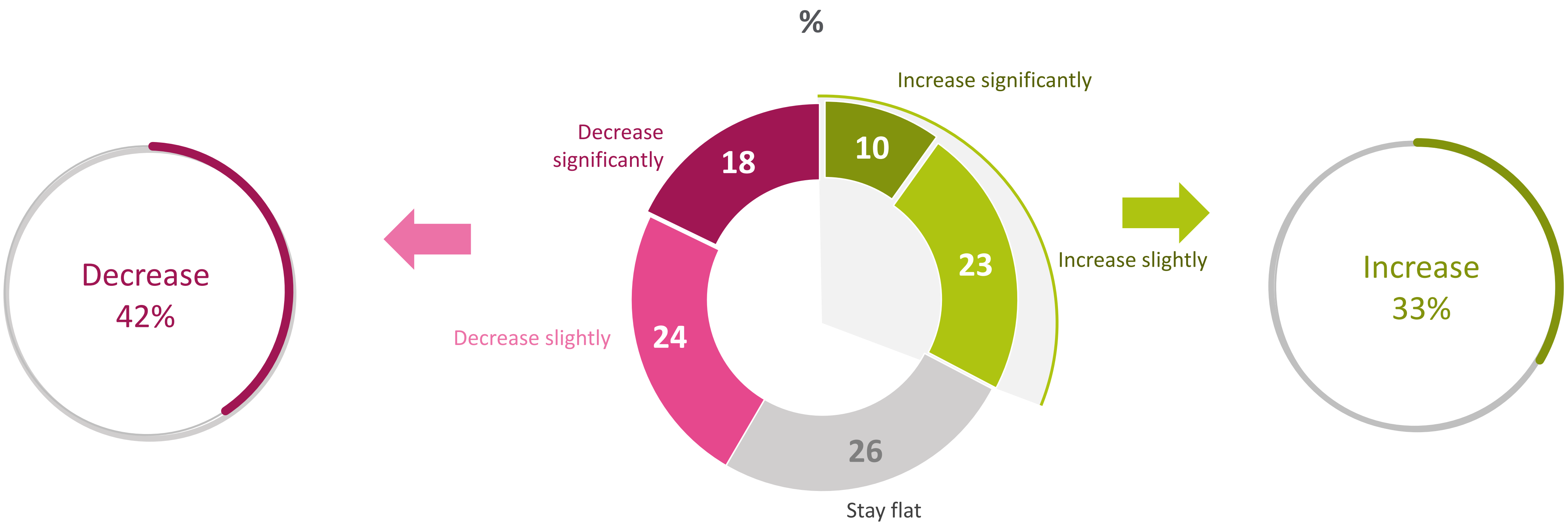
	Total	Gender		Age			Organisation					
		Male	Female	18-44	45-54 yrs	55 yrs +	Airline owners	Private owners	Other Owner	Lease company	Fin inst.	Prof firm
Email	4.80	4.67	4.95	4.91	4.43	4.92	4.88	5.00	4.38	4.60	5.09	4.86
Mobile phone by SMS	4.55	4.54	4.57	4.57	4.59	4.48	4.63	4.61	5.00	4.63	4.19	4.44
Registry mobile app	3.44	3.41	3.46	3.50	3.44	3.30	3.71	2.91	2.95	3.71	3.41	3.50
Authenticator App (3rd party)	2.38	2.56	2.17	2.30	2.80	2.15	2.29	2.22	2.11	2.65	2.38	2.43
Phone call	2.22	2.13	2.32	2.26	2.06	2.28	2.22	2.35	1.97	2.06	2.31	2.30
Hard token	1.63	1.57	1.71	1.67	1.64	1.55	1.95	1.65	1.57	1.35	1.72	1.63

The order of preference for future additional support methods for receiving the One-Time code remains consistent across the various user groups.

Q.7f In the future, additional support methods for receiving the one time code may be provided. Please consider the different potential methods for receiving the code below. Please rank these options from 1 to 6 where 1 is the option most preferred, 2 would be the next most preferred option, right through to 6 which would be your least preferred option.

Pandemic Effects on Business Compared to Last 6 months

Base: All Users N - 300

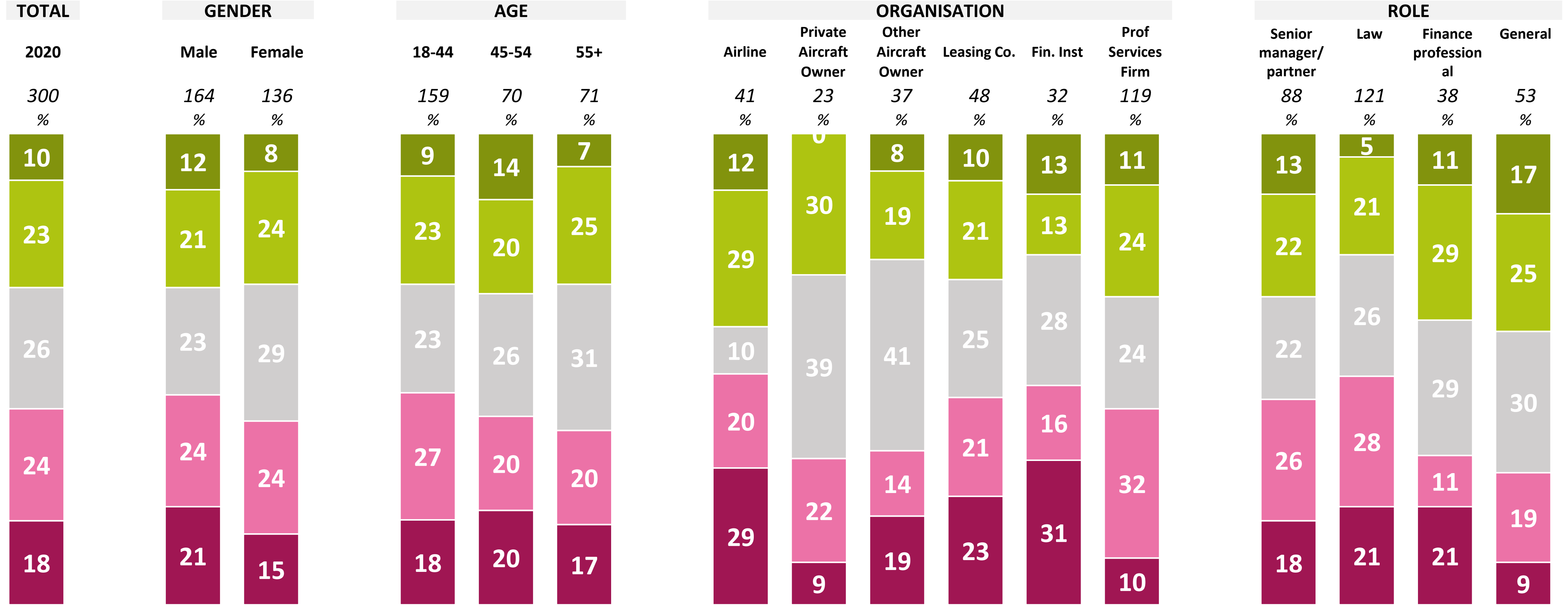


While 42% of all users expect the Pandemic to result in a decrease in business compared to the last six months, quite a sizeable 33% expect business to increase.

Q.8 Knowing what you know about the industry, how do you think the Pandemic will affect companies like yours in your sector compared to the last 6 months. Do you feel business will increase significantly, increase slightly, stay flat, decrease slightly, or decrease significantly?

Pandemic Effects on Business Compared to Last 6 months

Base: All Users N - 300



	2020	Male	Female	18-44	45-54	55+	Airline	Private Aircraft Owner	Other Aircraft Owner	Leasing Co.	Fin. Inst	Prof Services Firm	Senior manager/ partner	Law	Finance profession al	General
Net Increase	33	33	32	32	34	32	41	30	27	31	25	34	34	26	39	42
Net Decrease	42	45	38	45	40	37	49	30	32	44	47	42	44	49	32	28
Net Increase/Decrease	**-9**	**-12**	**-6**	**-13**	**-6**	**-5**	**-8**	**=**	**-5**	**-13**	**-22**	**-8**	**-10**	**-23**	**+7**	**+14**

The worst effected organisation types are financial institutions and leasing companies.

Q.8 Knowing what you know about the industry, how do you think the Pandemic will affect business like yours in your sector compared to the last 6 months?

Summary

Summary of Key Findings

Sample Profile

- Four in ten of the user sample base is from Professional Services firms, with 35% aircraft owners of some type.
- 6 in 10 respondents were first-time participants in the survey in 2020 – with these "first-timers" more likely to be male, younger (18-44 years) and located outside the U.S.
- The profile of user type is broadly in line with that of last year's sample, albeit with an increase in the proportion of Professional Services firms, and a decrease in the percentage of airline aircraft owners this year.
- With users marginally skewed towards males, 25% of the sample is younger than 35 years, compared to 18% aged under 35 years in 2019.
- The users' role in their organisation is very similar to that registered in 2020, with more lawyers (25%) this year than last year (20%).
- There has been a marked increase in use of social media, compared to 2019, a phenomenon driven no doubt by the higher number of younger users in the sample this year.
- Private aircraft owners, and those who are senior managers/partners in their organisation, register lowest levels of use of social media.
- 72% of all Registry users use the system at least once a month, compared to 70% in 2019.
- The downward trend in users based in the USA continues, and now stands at 30% (36% in 2019, 39% in 2018, 41% in 2017, 44% in 2016 and 49% in 2015).
- The proportion of users based in Florida and Texas has more than doubled in the last 12 months.

Summary of Key Findings

Key Service Aspects

- The fit of Registry with business functionality is the most important definer of the perceived worth of the Registry, with its ease of use the second most important driver. Reliability of technical aspects of the Registry, level of fee charged and speed of refunds are also key.
- The overall weighted Registry experience rating remains at a remarkably high level of 8.72 out of a possible 10. As has been noted on previous surveys, this is an extremely high score for any B2B service, most of which struggle to reach the 8.0 mark.
- The Registry's overall satisfaction rating also continues to exceed 8 out of 10.
- The overall satisfaction rating is highest amongst female users, those aged 55 years plus, airline owners, lease companies, and professional services firms.
- The perceived worth of the Registry to users' business has yet again reached an all time high at 8.55 out of 10.
- Performance satisfaction has improved most notably year-on-year in relation to the fit of the Registry with business functionality, overall ease of use of the Registry and the level of fee charged.
- Overall, levels of satisfaction with all aspects remain very high – although satisfaction with a number of aspects of Registry Officials service have dipped somewhat.
- Note that overall satisfaction with five of the top six criteria remains at 8 or higher on a ten-point scale. Indeed, satisfaction with the remaining seven service aspects either approach or exceed a score of 9 out of 10.
- In general, satisfaction is highest amongst females, as well as amongst professional firms, lease companies and financial institutions.
- As was the case last year, there are very few aspects of service which require critical or remedial attention .
- In superimposing the 2020 data on the original 2007 strategic performance map, we can see the extraordinary extent of the user improvements made over the intervening years

Summary of Key Findings

Overall Satisfaction with the Registry

- Overall satisfaction with the Registry, in keeping with general survey results, remains at over 8 out of 10 with greatest satisfaction amongst airlines, leasing companies and professional services firms.
- The Registry Net Promoter Score (NPS) remains at a very high +49. The NPS scores is highest amongst leasing companies and professional services firm users.
- Those particularly happy with the Registry identify its ease of use, general service and helpfulness of staff provided, and the Registry search facility as key reasons for their satisfaction.
- The minority of users who fall into the Detractor segment generally find the Registry cumbersome/difficult to navigate or experience technical difficulties with it.
- The proportion of respondents using the Closing Room has dropped from 4 in 10 in 2019 to just over a third in 2020.
- Use of the Closing Room is highest amongst females, the Under 45's and professional services firms.
- The perceived benefits of the Closing Room are on a par with those identified in 2018 and 2019 – i.e. the ability to review and amend filings in one place, as well as its overall efficiency and effectiveness.
- For most people who have not yet used the Closing Room there are no specific barriers to future adoption of it, although one in five of this sub-group pay someone else on their behalf for the service.
- Large proportions of users still indicate a preference for telephone and email customer support, although the percentage opting for video chat and screen share support has more than doubled from 6% in 2019 to 13% this year.
- The Registry is rated very positively with regard to information security – scoring 8.59 out of a maximum possible 10 – on a par with last year's rating of 8.77.
- Satisfaction with Registry cybersecurity is high across all user types.

Summary of Key Findings

Interest in Registry Features

- Registry features that users would be most interested in availing of through a mobile device app include logging on, searching, granting authorisations, and consenting to registrations generally.
- Some differences do emerge across the user groupings as to which specific Registry features they would like to see available on a mobile app.
- There has been a significant increase in interest in the option to grant authorisations via mobile app in 2020 (26%) versus 2019 (19%).
- 7 in 10 of all Registry users would be interested in using all of the proposed features through a mobile device app, with a consistent one-third not interested in any.
- As might be expected, interest in the use of the system via mobile app increases the younger the user is and is also highest amongst airline and leasing companies.
- Opinions are very equally divided as to whether users would prefer to receive the one-time log-in code by way of text message or email. Indeed, this mixed view is relatively consistent across sub-groupings with the exception of other aircraft owners whose preference veers towards text message receipt
- Email and SMS are also the preferred methods for receiving the one-time code in the future, followed at some distance by Registry Mobile App.
- The order of preference for future additional support methods for receiving the One-Time code remains consistent across the various user groups.
- While 42% of all users expect the Pandemic to result in a decrease in business compared to the last six months, quite a sizeable 33% expect business to increase.
- The worst effected organisation types are financial institutions and leasing companies.

Thank you.

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Delve Deeper