



All too frequently business decisions are based solely on who offers the best deal with little forethought for the future. If I learned anything from almost 50 years of experience in multiple industries nothing is more important than establishing personal and business relationships founded on the core principles of integrity and mutual trust.

As a charter aviation company we have relationships with many different companies. In evaluating who we wish to partner with we focus on what we consider to be value added benefits – an understanding of our business, attention to detail, superior service and fair pricing. When we partner with a business we strive to nurture and further enhance that relationship. Likewise we will accept nothing less in return.

Aviation Risk Consulting, Inc., Rob Burchard and his staff for many years provided us with value added plus. Prior to turning our aviation and workers comp insurance over to Rob, we worked with a large national insurance broker. Although all insurance brokers work within the same aviation insurance markets we were but one of hundreds, perhaps thousands of the national brokers' accounts.

Our years of experience with ARC is a prime example of big is not always better. I can truly say they are a company that looks out for the best interests of their clients. Over the years it has been much more than a business relationship – it is a business friendship.

Chuck Duncan

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