

EXHIBIT B

CoatChex Offers Convenient Solution to Coat-Carrying Conundrum Faced by Flyers Bound for Warmer Climates



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Operating out of JFK's Terminal 5, CoatChex frees JetBlue passengers of their cumbersome winter gear for just \$2 a day.

Those lucky enough to escape a New York winter for warmer climates face just one problem: While they're basking in the sun, what should they do with their unwanted and unnecessary winter coats? For JetBlue Airways' passengers departing from Terminal 5 at John F. Kennedy International Airport (JFK), **CoatChex** (<http://www.coatchex.com/>) could be the solution.

With CoatChex, passengers can securely store their winter gear at the airport for just \$2 a day. When JetBlue customers drop off their items



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have their belongings ready when they land.

As a security measure, a photo of the passenger and their item is taken to ensure that the correct traveler collects it. Should passengers' travel plans change and they decide not to return via JFK, CoatChex will mail their items back to them for free. For additional convenience, CoatChex is entirely digital, meaning there's no need to worry about misplaced tickets.



"Everyone loves the concept," Eric Loos, CoatChex's vice president of operations, told ***New York Daily News*** (<http://www.nydailynews.com/life-style/coatchex-lets-leave-heavy-coat-airport-article-1.2088689>). "It makes sense for customers and the airlines. We're moving coats out of the overhead bins."

While some overburdened JetBlue passengers have embraced this service, not many know that checking their bulky winter clothing is an option. A trial CoatChex booth debuted at JFK in early 2014. It was replaced last November with a circular station situated just beyond security.

Although passenger uptake is currently low, CoatChex hopes to roll out the service to additional airports later this year.

[Photos: David Wexler for New York Daily News]

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Thousands of people in Miami are left without their luggage until after Hurricane Irma is gone.

JENNIFER BILLOCK
([HTTP://WWW](http://www.flyertalk.com))

Miami International Airport was facing a perfect storm over the weekend, with Hurricane Irma bearing down causing last-minute flight cancellations, and crew shortages with American Airlines. The result? Thousands of passengers are now stuck without their bags.

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Because of the lack of staff, American was forced to cancel a number of flights leaving Miami at the last minute after passengers had already checked their bags. Now, the airline

storm passes.

"There is such mayhem at that airport and there are thousands of bags to sift through, there are just not enough people to sift through all the bags for the stranded passengers,"

American Airlines spokeswoman Alexis Aran Coello **told the Miami Herald**

(<http://www.miamiherald.com/news/weather/h>

"Obviously we want to get them to the bags, that's a priority, but our priority is also getting passengers out of Miami. So it's a tough situation."

As of Friday, American had canceled 600 flights out of Florida. The airline had flown in additional crew to help with the situation in Miami.

"Our focus has been on getting as many people out as possible," American Airlines spokeswoman Katie Cody told the Miami Herald. "We've flown in additional crews from Dallas, New York and Philadelphia so our Miami crews can focus on their families."

Miami Beach Commissioner Ricky Arriola was one of those affected by the cancellations and missing baggage issues as he tried to send his girlfriend and their son to New York for safety. His girlfriend, Tracy Fatow, had already checked their baggage when American canceled the flight 15 minutes before takeoff due to a crew shortage.

"To me it is unconscionable and there should be some congressional investigations and executives who are fired and severe civil penalties imposed on these airlines," Arriola said on Facebook about the situation. "It's a complete failure of an essential part of their logistics chain and safety measures and it has failed 72 hours before a major hurricane."

[Photo: Shutterstock]

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