



# BERMUDA IS PUTTING CUSTOMERS FIRST

News / Business aviation



Over the past year, the Bermuda Aircraft Registry, owned and managed by the Bermuda Civil Aviation Authority (BCAA), has implemented important changes to provide enhanced customer experiences. When the pandemic started to affect the industry in March 2020, the BCAA underwent a thorough internal review, inclusive of pricing and procedures. In addition, new staff hires in Business Development and other departments, internal staff promotions in Operations and Licensing sections and an [upgraded website](#) have contributed to the continuous efforts to improve the Bermuda Aircraft Registry customer journey.

In 2020, the Bermuda Aircraft Registry reduced its Certificate of Airworthiness (CofA) fees for corporate and general aviation aircraft. By simplifying and reducing the fees, customers are saving approximately 40%.

BCAA has also recently revised its due diligence policy and procedures to comply with the highest standards to ensure that the reputation of all owners and operators listed on Bermuda's registry are fully protected.

The European head office, located at Farnborough Airport, has a team of four Airworthiness

Inspectors who manage the European, Middle Eastern, Asian and African regions with assistance from other Designated Airworthiness Inspectors based all over mainland Europe and Asia.

Thomas Dunstan, Director General, comments on the Farnborough office, "Farnborough Airport provides the opportunity to grow in the European market and also allows for excellent response times to clients in Europe, the Middle East, Africa and Asia. The airport terminal provides the added benefit of short notice aircraft inspections and Certificates of Airworthiness issued during a turnaround or layover.

"Bermuda has always been an attractive option but we are always looking at ways to enhance the customer experience by continuously making improvements to be more flexible and responsive. We put a huge emphasis on putting the customer at the centre of everything we do."

*The Bermuda Aircraft Registry is owned and managed by the Bermuda Civil Aviation Authority (BCAA). BCAA is responsible for the regulation and safety oversight of aviation in Bermuda, and all aircraft on the Bermuda Aircraft Registry. With over 850+ registered aircraft, the Bermuda Aircraft Registry is the largest offshore Aircraft Registry in the world.*

*BCAA offices and Inspectors are strategically located around the world to offer the highest standards in service and customer support. BCAA maintains a world-class reputation by ensuring their clients are at the centre of everything they do. Contact them at [www.bcaa.bm](http://www.bcaa.bm)*

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