LETTER TO COMPLAIN FOR LOST LUGGAGE.

Complete the letter.
Completá la carta.

Dear Sir/Madam

Ref: Lost Luggage

On was a passenger on the above flight. My luggage, which was checked in at , did not arrive at EZE. The loss was reported to your company staff on arrival and the appropriate luggage report was completed. I have not heard from you since.

Under the terms of the Montreal Convention 1999, I am entitled to receive a compensation from you for my lost luggage. The value of the lost items was . I can provide copies of receipts.

I look forward to receiving a reasonable offer of compensation from you within the next 14 days.

If within 14 days you have not made a reasonable offer of compensation, I will inform the CAA, as to my concerns as to how my complaint was handled.

I may also consider taking further action against you in accordance with the Civil Procedure Pre-action Protocol for recovery of my compensation.

Yours faithfully,

John Smith

134 Luther King Street

U$680

JFK

AA 890

August 20

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