

To: [REDACTED]
From: Lesley Groff
Sent: Fri 12/19/2014 12:41:22 PM
Subject: Re: IMPORTANT BAGGAGE INFORMATION

Awe! Always my pleasure to help. I'm sure the airline will get your bag to you soon. You have a merry Christmas also! Lesley

Sent from my iPhone

On Dec 19, 2014, at 7:23 AM, [REDACTED] wrote:

Hi Lesley! Yes thank u so much for forwarding! I am still waiting for my luggage to arrive at home in sweden.

Thank you so much for all the help with tickets! Merry Christmas to you :)

Sent from my iPhone

On 18 Dec 2014, at 15:01, Lesley Groff [REDACTED] wrote:

Hi [REDACTED]. I think this may be for you! So sorry ..I'm sure you will get your bag soon... ???

Begin forwarded message:

From: British Airways Customer Services
[REDACTED]
Subject: IMPORTANT BAGGAGE INFORMATION
Date: December 18, 2014 at 8:17:48 AM EST
To: [REDACTED]

THIS IS AN AUTOMATED EMAIL - PLEASE DO NOT REPLY AS WE
WILL BE UNABLE TO RESPOND.

Dear ,

Baggage Report Ref Number: [REDACTED]

We are extremely sorry to inform you that 1 bag/s did not reach your flight in time today and will not be available to collect upon your arrival. We are making arrangements to forward your baggage on to:

Flight: BA780

Arrival Airport: ARN

Arrival Date: 18/12/2014

Scheduled Arrival Time: 17:25

We will ensure you are kept informed of any changes to this.

We will arrange to deliver your baggage to you as soon as it arrives.

It is important that you confirm your contact details and preferred delivery address either at the Arrivals Baggage Services Desk at the airport or alternatively online at www.ba.com/baggage quoting the above reference number.

We will take all measures possible to ensure your baggage is returned to you promptly.

We sincerely apologise for the inconvenience we have caused you. As a valued British Airways customer, we would like to convey how committed we are to bringing you an exceptional travel experience. We will do everything we can to avoid this happening again.

We hope to continue our valued relationship and look forward to serving you on a British Airways flight in the future.

Yours Sincerely
British Airways Customer Service

***** NOTICES AND LEGAL INFORMATION

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