

**From:** [REDACTED] <[REDACTED]>  
**To:** [REDACTED] <[REDACTED]>  
**Subject:** Fwd: Apology from JetBlue  
**Date:** Sat, 22 Dec 2012 17:14:21 +0000

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FYI..

Begin forwarded message:

**From:** JetBlue Info <[REDACTED]>  
**Subject:** Apology from JetBlue  
**Date:** December 22, 2012 12:07:10 PM EST  
**To:** [REDACTED]



 A message from Customer Support

Dear [REDACTED],

We sincerely apologize for the inconvenience you experienced on JetBlue Flight #1085. We understand how challenging it is when your travel plans are disrupted.

As a gesture of apology and goodwill, each person on this flight will be issued a service credit in the amount of the round-trip fare paid (or the one-way fare, doubled, excluding taxes and fees). Note: If you're traveling on a TrueBlue award, you will receive a \$200 service credit.

- The credit will be placed in your JetBlue Travel Bank and may be used anytime during the next 12 months for another JetBlue flight.
- You will receive an email within two weeks regarding your service credit.
- If you do not receive an email with the details of your credit, please call us within two months at **1-800-JETBLUE (538-2583)** and have your confirmation number available in order to get information on how to find and use your credit.

If you are a JetBlue Getaways customer, please call 1-800-JETBLUE (538-2583) option #3 for assistance.

Our goal is to offer you the best in air travel. We look forward to welcoming you onboard again and giving you a renewed JetBlue experience.

Sincerely,

Nannette Ford  
Director, Customer Support  
JetBlue Airways

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We're sorry but email sent in reply to this message will not be answered. If you have questions, please visit our website's [Help](#) section for assistance. JetBlue Airways, 6322 South 3000 [REDACTED], Suite G10, Salt Lake City, UT 84121.

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