

From: no-reply@lot.com
Subject: Form submit confirmation
Date: 25 July 2025 at 11:12
To: bdstanley@gmail.com



This is an automatic generated message. Please do not reply.

Who makes the complaint - I am submitting the complaint as a passenger

Title - Mr

First name - Benjamin

Last name - Stanley

Selected - I am a Miles & More member

Miles & More status - Basic

Miles & More card number - 992005490483087

Country - Poland

City/Town - Nowy Dwór Mazowiecki

Post code/ZIP code - 05-101

Street - ul. Wojska Polskiego

Street number - 49B30

Phone - 798814801

E-mail - bdstanley@gmail.com

Reservation number - QKK9A7

Ticket number - 0802421468403

Flight number - LO1098

Travel From-To - Seoul-Warsaw

Travel date - 2025-07-17

Cabin class - LOT Economy Class

The complaint concerns: - Flight delay/cancellation

Message - On the evening before my flight, the flight was cancelled. I was automatically offered re-routing on a flight to Warsaw via Tokyo Narita, which I accepted. My flight arrived in Warsaw at 0531 on the morning of 18th July. My original flight would have arrived at 1405 on the 17th of July. As this is a delay of over three hours, and the flight distance is in excess of 3500 kilometres, I require compensation of €600, as per EU air passenger rights. Please credit the card used to make the booking with due compensation, or inform me of what data is required to process the compensation. I attach scans of the ticket receipt and relevant boarding passes as supporting evidence.

Selected - Please respond to my message

Data accuracy - I confirm that the data I provided in the form above is complete and correct.

Attachments - IMG_2821.jpeg, IMG_2822.jpeg, IMG_2820.jpeg

