

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

N

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

