



Aditya Raj &lt;adityaraj5252@gmail.com&gt;

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**DELEY21241 [RQID:434808]**

4 messages

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**baggageclaims@etihad.ae** <baggageclaims@etihad.ae>  
To: adityaraj5252@gmail.com

Tue, Jul 26, 2016 at 3:59 PM

Ref.: 434808

July 26, 2016

Dear Mr. Raj,

Thank you for your correspondence.

We make every effort to respond to our guests in a timely manner. However, on this occasion, I understand that a response has been pending for some time, for which I apologise.

I was disappointed to learn that you did not receive your baggage upon arrival at New Delhi airport. I can imagine how upsetting this was to you. Please accept our sincere apologies for the inconvenience caused to you on this occasion.

Etihad Airways considers the efficient handling of our guest's luggage to be of prime importance, and I would like to assure you that this experience is not typical of the standards of service we aim to provide.

Our agents are trained to process baggage with care and accuracy, but despite our best efforts some mishandling does occur. Etihad always works very hard to locate the baggage of our guests as we fully understand how upsetting and inconvenient such situations can prove to be. We also know and appreciate the high value and attachment our Guests have to their baggage. In cases where the baggage cannot be located quickly there are standard processes in place to assist our customers.

In such circumstances, Interim Relief payment is offered to assist our guests to purchase essential items such as toiletries. This payment is applicable per day for a maximum of three days only and offered to our guests who are non-resident of the country of final destination. For our guests travelling in Economy Class, we offer USD\$40.00 per day.

Therefore, I would like to offer you the amount US\$120.00 equated amount of INR8070.00 with the delayed delivery. Alternatively, if you have some personal accrued expenses during the delay kindly send the receipt for review.

Payment of US\$120.00 will be arranged by bank transfer with the currency of your choice, please advise the required bank details;

<b>Full Name of Accountee</b>	
<b>Full Address of Accountee</b>	
<b>Contact Number of Accountee</b>	
<b>Email Address</b>	
<b>Full Bank Name</b>	
<b>Full Bank Address</b>	
<b>Account Number</b>	
<b>Swift Code</b>	
<b>IFSC CODE</b>	
<b>Bank ID / Number</b>	
<b>Case</b>	434808 / DELEY21241
<b>Amount</b>	

***Kindly fill up the form attached for completion accepting our offer.***

I shall look forward to your response by return with the request details.

Yours sincerely,

**Mary Jane Reyes**

Baggage Claims Officer

**Etihad Airways**

New Airport Road, Khalifa City A

P.O. Box: 35566, Abu Dhabi, United Arab Emirates

**The National Airline of the United Arab Emirates**

Towards zero emissions, every little bit helps! Think before you print this email.

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[Etihad Airways](#)



**Release Indemniy Form Nw.pdf**  
19K

**Aditya Raj** <adityaraj5252@gmail.com>  
To: baggageclaims@etihad.ae

Tue, Jul 26, 2016 at 6:43 PM

To Whomsoever It may Concern,

Please find the attached signed and filled form and also the attached bank details for claims.

Also, I am quite shocked with your decision to offer claims for only 3 days when I had clearly explained all my situations and told how I was without my luggage for 10 days. Please refer to my previous emails(also attached with this email).

I have attached my flight ticket, passport number and baggage claim form (As many things were not quite clear from the form.. there might be some discrepancies in the indemnity form).

<b>Full Name of Accountee</b>	ADITYA RAJ
<b>Full Address of Accountee</b>	Leibnizstr. 24, Zi 22 ClausthalZellerfeld, Germany
<b>Contact Number of Accountee</b>	00491771804487
<b>Email Address</b>	<a href="mailto:adityaraj5252@gmail.com">adityaraj5252@gmail.com</a>
<b>Full Bank Name</b>	STATE BANK OF INDIA
<b>Full Bank Address</b>	Near Dr. I. D. Singh Clinic Naya Bazar, New Colony, Naya Bazar, Saharsa, Bihar 852201
<b>Account Number</b>	20081723390
<b>Swift Code</b>	
<b>IFSC CODE</b>	SBIN0017489
<b>Bank ID / Number</b>	Branch Code: 017489

<b>Case</b>	434808 / DELEY21241
<b>Amount</b>	8070 INR

With regards,  
Aditya Raj

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**3 attachments**

**Release Indemniy Form Nw-signed.pdf**  
276K



**fwdbaggagedelay.zip**  
4216K



**Gmail - Baggage Delay.pdf**  
125K

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**Aditya Raj** <adityaraj5252@gmail.com>  
To: baggageclaims@etihad.ae

Mon, Oct 24, 2016 at 4:21 PM

To Whom It may Concern,

I am appalled by the response pattern of Etihad airways.

Can you please provide me an adequate reason for such a long delay(more than 4months) in processing the refund. I have already provided you the signed form and other formalities.

Best,  
Aditya Raj  
[Quoted text hidden]

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**Aditya Raj** <adityaraj5252@gmail.com>  
To: baggageclaims@etihad.ae

Wed, Mar 1, 2017 at 4:57 PM

To whom it may concern:

I am writing this as a consequence of no response from etihad after a year long follow up of my baggage claim.

If I don't receive my claimed damage within 48hrs, I will go to court to resolve this dispute. As a resident of EU, I am aware of my citizen rights and flight laws.

Therefore, this is the last time I am requesting you to sincerely act on the dispute and resolve it as per the customer satisfaction.

Best,  
Aditya Raj

Sent from my iPhone  
[Quoted text hidden]

<Release Indemniy Form Nw.pdf>