



Sandesh BS &lt;bssandeshbs@gmail.com&gt;

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## Your Response From American Airlines

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AACustomerRelations@aa.com &lt;AACustomerRelations@aa.com&gt;

Thu, Jan 29, 2015 at 11:42 AM

To: bssandeshbs@gmail.com



January 29, 2015

Dear Mr. Bellur Shashidhara:

Thank you for your recent email note. We are sorry to hear of the problem you experienced regarding your luggage. Our records confirm that your luggage was in fact delayed when you were traveling with British Airways and American on December 28. The BMAS Record Locator was UWRBSU. We hope this is of assistance to you and your insurance company.

Again, thank you for reaching out to us, Mr. Bellur Shashidhara. We look forward to serving you soon.

Sincerely,

Stephen J. Lasner

Customer Relations

American Airlines

AA Ref#1-2849061962

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