



30 March 2008

DEALYED BAGGAGE QANTAS FLIGHT 107 – 30MARCH08

Dear Customer,

On behalf of Qantas, I regret to inform you, that due to a TSA baggage system malfunction at Los Angeles, your baggage did not arrive this afternoon on QF107.

We do not under estimate the inconvenience this has caused you, as we liase with our Los Angeles office in getting the baggage to arrive here at JFK sometime this evening. We hope to have this information available for you, while we obtain the necessary information from you, so that we can arrange to have your baggage delivered this evening or tomorrow.

Please ensure that you have given the Baggage Service Agent, a correct address for baggage delivery, and a telephone number, in the event that we need to contact you further.

Once again, I would like to apologise for this disruption to your journey and appreciate your patience and understanding.

Yours sincerely,

Jim Bliku
Duty Manager – New York