

**Robert WHITE**  
4650 Golden Gate Vista Point  
SAUSALITO, BC 94965

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October 27<sup>th</sup>, 2011

Matthew JOHNSON  
260 W 44th Street  
NEW YORK CITY, NY 10036

**Subject: Complaint for canceled flight**

Dear Mr JOHNSON,

I appreciate the response from customer relations but unfortunately, I do not believe all my concerns were addressed. While I realize the situation below was precipitated by inclement weather, it is the decisions of US air that created my irate discontent.

Particularly, I would greatly appreciate a response to my concern regarding what US air is willing to do to keep my business. My comment re-listed below was not addressed:

"I would also like to give US Air the opportunity to restore my faith in their ability to provide their levels of customer service to which I am accustomed. As a frequent flyer nearing silver status in 2008, I would hope various considerations would be given to remedy a disillusioned customer."

To be quite direct, after all that transpired during this attempted trip (lost luggage, stolen items, poor condition of returned bags, canceled flights, forced to check carry-on and wait for canceled flight), the very least US air can do is give the additional approximate 3000 miles to upgrade me to silver status through February 2010.

Since US Air is the Philadelphia hub, I would prefer to continue my trips with this airline. I would not prefer to continue my current business class trips to France via Continental airlines due to the connection at Newark. However, I want to ensure that US Air is taking corrective actions to mitigate the risk of future issues and keep high levels of customer satisfaction before I return on your flights.

I return from France this Sunday but should you need to contact me, you are welcome to contact me on my Blackberry at 555-777-9999. I would sincerely appreciate your prompt attention to this matter.

Robert WHITE