

Cees van Dam



To: Lufthansa – Customer Relations
Kundendialog Deutschland
33322 Gütersloh
Germany

Re: Cancellation LH 3690 on 26/09/2010

Date: 1 October 2010

Dear Madam, Sir,

Please find attached the completed complaint form and copies of four supporting documents (originals on request) regarding the cancellation of my flight LH 3690 on Sunday 26 September 2010.

My claim includes the following:

| | |
|--|----------|
| Compensation | € 250,00 |
| Assistance expenses | € 25,00 |
| Telephone costs | € 10,00 |
| Taxi costs GVA-hotel to attend last part of pre-conference meeting | € 26,41 |

Please transfer the total amount of € 311,41 into my Dutch bank account (euro):

Name: C.C. van Dam



Please let me know if you need further information. Thank you very much in advance for your kind help.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'C.C. van Dam'.

Cees van Dam