

To: Lufthansa – Customer Relations  
Kundendialog Deutschland  
33322 Gütersloh  
Germany

Re: 21110387  
Cancellation LH 3690 on 26/09/2010

Date: 10<sup>th</sup> December 2010

Dear Madam, Sir,

Thank you for your undated letter with the reference number mentioned above.

Your reason for refusing to pay me compensation for my cancelled flight LH 3690 on Sunday 26 September 2010 does not make sense. Crew problems are not an extraordinary circumstance. Your letter is, in fact, a *testimonium paupertatis* for which every proper airline would be ashamed. If Lufthansa does not have a contingency plan for completely foreseeable events it does not take its passengers seriously. Neither does Lufthansa take its passengers seriously by writing letters like this.

Today, I have sent a complaint to the Luftfahrt-Bundesamt. I also intend to publish your letter with my comments on my website [www.ceesvandam.info](http://www.ceesvandam.info).

My claim remains as follows:

Compensation	€ 250,00
Interest for late payment	€ 5,00
Assistance expenses (see attachment)	€ 25,00
Telephone costs	€ 10,00
Taxi costs GVA-hotel (CHF 35,00) to attend last part of pre-conference meeting (see attachment and my previous letter)	<u>€ 26,41</u>
Total	€ 316,41

Please transfer the total amount of € 316,41 into my Dutch euro bank account:

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,

  
Prof. Dr. Cees van Dam