

Re: R2009/10-27810-00560-001-00

Dear sir/madam,

I received your reply to my complaint. It contained neither an apology, nor a satisfying explanation to what happened to me - just some vague corporate excuses.

Your overbooking policies, described as “highly sophisticated” are based on an assumption that not all people will show up for a flight – with no provision for what happens if they do. I’ve entered into a contract with you: I pay you money; you get me to my destination on a certain date. Failing to do so because of your policies, and not an act of God, is unacceptable. Your attendant should have at least tried booking me on another airline.

I also find your policy of compensating people by the fare they paid misplaced, to say the least. My ticket was purchased by my cousin for 50,000 miles + whatever fees you charged him. How do you put a price to that? And how do you put a price to the damage I incurred from being late? And is that price a \$100?

I write a travel and tech blog, called The Traveling Tech Guy (www.guyvider.com) where I share my traveling experiences with my readers - most of them traveling consultants. I intend to share my last experience with AA, including a reprint of your excuse letter, on Thursday 11/5. If you have any further comment you'd like me to include in my post, please send it to me by then.

Sincerely,

Guy Vider