

## Edgardo G. Moises

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**From:** Edgardo G. Moises  
**Sent:** Wednesday, November 29, 2017 10:17 PM  
**To:** Manila Customer Service Agents  
**Cc:** Sonny Lo; Vikki Andal; Manila Customer Service Agents; Duty Manager MNL; Tuesday  
**Subject:** Re: URGENT/HIGHLY IMPORTANT: Claim for a clear mishandling of baggage

Dear Paul,  
I would appreciate an update.  
Rgds Ed

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**From:** Manila Customer Service Agents <MNLCSA@etihad.ae>  
**Sent:** Monday, November 27, 2017 4:58:09 PM  
**To:** Edgardo G. Moises  
**Cc:** Sonny Lo; Vikki Andal; Manila Customer Service Agents; Duty Manager MNL  
**Subject:** URGENT/HIGHLY IMPORTANT: Claim for a clear mishandling of baggage

Dear Mr. Moises;

Greetings!

We acknowledge your email. For intial update, we will wait for the feedback of "Baggage claims" regarding to your concern since you were included the Baggage claims email in your previous emails. Neither, we will also email the AUH baggage claims regarding to your damage luggage.

Best regards,  
**Paul Cruz**  
MNL Customer Service Agent

### ETIHAD AIRWAYS

Room 407, 4<sup>th</sup> Floor IPT Building, Terminal 1  
Ninoy Aquino International Airport  
Pasay City, Metro Manila 1300  
Philippines

Tel/ +63 2 8795563 / +63 2 8795564  
Duty mobile: +63 917880 6199/+63 917557 4016  
Baggage concern mobile: +63 9178315982  
[etihad.com](http://etihad.com)

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**From:** Edgardo G. Moises [emoises@adb.org]  
**Sent:** Monday, November 27, 2017 4:47 AM  
**To:** Manila Customer Service Agents  
**Cc:** Sonny Lo; Vikki Andal; Duty Manager MNL  
**Subject:** URGENT/HIGHLY IMPORTANT: Claim for a clear mishandling of baggage

Dear Paul,

Thank you for your mail. I would highly appreciate Etihad Management's favorable response.

I have discussed with you in details and mentioned in my mails how I discovered the damage which made it purely impossible for me to report it within seven days. I fully understand the "7 days policy" however at the same time I am counting on Etihad Management's appreciation and merit of my case. Moreover, this policy was not made known or explicitly made known to customers like me. I believe that despite the policy my claim is just. I have clearly mentioned that:

- the extent of the damage though major could not be readily observed as it was hidden at the bottom of one of the wheels and that only upon careful observation you would see how bad is the extent of the damage;
- as I was preparing my luggage the night before my flight, I was primarily inconvenienced after discovering the damage late and I had to frantically look for a replacement luggage bag;
- the replacement luggage bag I used given the short time I had is so difficult to use;

Given my justifications for not reporting it within 7 days, a fair and simple judgment would dictate that an organization with good social management and service to its client would compensate the aggrieved customer. Frankly, I did not expect that this is the kind of response I would get. After going through the ordeals, I believe Etihad Management should look into the merit of my case instead of just dismissing my case due to a mere technicality. It should also be noted that my luggage bag was severely damaged due to a clear mishandling during the flight. I have not used after the flight.

I trust that the Etihad Management would see clearly the merit of my case and would highly appreciate its immediate resolution.

**Sincerely yours,**

**Edgardo G. Moises II | Project Analyst | Urban Development and Water Division | South Asia Department | Asian Development Bank**



[www.adb.org](http://www.adb.org)

**From:** Edgardo G. Moises

**Sent:** Sunday, November 26, 2017 8:20 AM

**To:** 'baggageclaims@etihad.ae' <[baggageclaims@etihad.ae](mailto:baggageclaims@etihad.ae)>

**Cc:** 'mnlkt@etihad.ae' <[mnlkt@etihad.ae](mailto:mnlkt@etihad.ae)>; 'guest@etihadguest.com' <[guest@etihadguest.com](mailto:guest@etihadguest.com)>; 'Mary Tuesday Moises' <[marytuesday\\_moises@yahoo.com](mailto:marytuesday_moises@yahoo.com)>

**Subject:** URGENT/HIGHLY IMPORTANT: Claim for mishandled baggage

To whom it may concern,

This is to request Etihad Management immediately attend to my claim for mishandled baggage. Thanks in advance.

**Rgds, Ed**

**Edgardo G. Moises II | Project Analyst | Urban Development and Water Division | South Asia Department | Asian Development Bank**



[www.adb.org](http://www.adb.org)

**From:** Edgardo G. Moises

**Sent:** Sunday, November 26, 2017 7:50 AM

**To:** 'mnlkt@etihad.ae' <[mnlkt@etihad.ae](mailto:mnlkt@etihad.ae)>; 'guest@etihadguest.com' <[guest@etihadguest.com](mailto:guest@etihadguest.com)>

**Cc:** 'Mary Tuesday Moises' <[marytuesday\\_moises@yahoo.com](mailto:marytuesday_moises@yahoo.com)>

**Subject:** Claim mishandled baggage

**Importance:** High

To whom it may concern,

I have just used my new luggage bag for my trip to Italy through Etihad Airlines two weeks ago.

I have a flight today to India with another airline. Last night when I was preparing for my flight I was shocked to have discovered that my luggage bag (Brand: American Tourister, Spinner type, 69cm/25inch TSA) was heavily damaged which rendered it unusable anymore. I'm terribly frustrated as I must find another luggage bag for my trip. Pictures of my luggage bag and its damages are attached for your reference.

I tried to file a claim for mishandled baggage in your website however it was asking for PIR number. My travel documents only show the details below (please see also attached travel documents for your reference).

I would highly appreciate Etihad Management immediate action on this matter.

Notes:

1. As mentioned above, I have discovered the damaged after leaving the airport so I do not have Property Irregularity Report (PIR).
2. Attached are all the supporting documents.

Etihad Guest No. : EY 500000018976

Reservation code: RYMLOX

Ticket No. 6071095596062/63

03 Nov 2017 EY 421 Manila(MNL)-Abu Dhabi(AUH)  
03 Nov 2017 EY 83 Abu Dhabi(AUH)-Rome(FCO)  
03 Nov 2017 EY 2998 Rome(FCO) - Turin(TRN)  
12 Nov 2017 EY 2994 Rome(FCO) - Turin(TRN)  
12 Nov 2017 EY 84 Rome(FCO)-Abu Dhabi(AUH)  
12 Nov 2017 EY 428 Manila(MNL)-Abu Dhabi(AUH)

Philippines

+63 (0) 27926044

0000 - 0830 GMT (Mon - Fr

Manila	Philippines	+ 63 2 879 55 63
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Rgds, Ed

Edgardo G. Moises II | Project Analyst | Urban Development and Water Division | South Asia Department | Asian Development Bank



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Rgds, Ed

**From:** Manila Customer Service Agents [mailto:MNLCSA@etihad.ae]

**Sent:** Sunday, November 26, 2017 7:05 PM

**To:** Edgardo G. Moises <emoises@adb.org>

**Cc:** Sonny Lo <SLo@etihad.ae>; Vikki Andal <VAndal@etihad.ae>; Duty Manager MNL <DutymanagerMNL@etihad.ae>; Manila Customer Service Agents <MNLCSA@etihad.ae>

**Subject:** URGENT/HIGHLY IMPORTANT: Claim for mishandled baggage

Dear Mr. Edgardo Moises;

Greetings!

We acknowledged your email. This will consult to our baggage claims for consideration. As this was a contradict to Damage baggage policy of the airline.

## Damaged baggage or content

Video has no narration, no audio description

If you discover that your baggage and/or its contents are damaged and reported it prior to leaving the airport, you will be in possession of a Property Irregularity Report (PIR).

If you reported it after leaving the airport, please contact Etihad Airways in writing, along with supporting documents within 7 days of arrival. We will assess the claim and notify you accordingly.

You may see the the above statement through this site <http://www.etihad.com/en-ph/before-you-fly/baggage-information/missing-baggage/> .

Best regards,

**Paul Cruz**

MNL Customer Service Agent

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[etihad.com](http://etihad.com)

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**From:** Edgardo G. Moises [emoises@adb.org]

**Sent:** Sunday, November 26, 2017 1:34 PM

**To:** Manila Customer Service Agents

**Cc:** Baggage Claims; Guest Service; Manila Reservation & Ticketing Agents; Mary Tuesday Moises

**Subject:** FW: URGENT/HIGHLY IMPORTANT: Claim for mishandled baggage

Dear Paul,

It was nice to finally able to contact MNLCSA of Etihad. Thank you for listening to my concern.

1. As I have explained to you in detail, with my tiredness due to more than 20 hours flight, I let my house help take out my thing when I arrived late night on 13 November 2017 that is why I was not able to report it earlier. Moreover, the extent of the damage though major could not be readily observed as it was hidden at the bottom of one of the wheels and that only upon careful observation you would see how bad is the extent of the damage.

2. Too unfortunate for me, I just discovered the damage last night while I was cleaning the wheels and preparing for my flight today. It was totally shocking and inconvenient to discover that my luggage bag (Brand: American Tourister, Spinner type, 69cm/25inch TSA) was heavily damaged and totally unusable anymore. I frantically looked for a replacement luggage only to find one which is going in all direction and inconvenient to use. The pictures of my luggage bag and its damages are attached for your reference.

Again, I would highly appreciate Etihad Management kind understanding and immediate action on this matter.

Notes:

1. As mentioned above, I have discovered the damaged after leaving the airport so I do not have Property Irregularity Report (PIR).
2. Attached are all the supporting documents.

**Rgds, Ed**

**Edgardo G. Moises II | Project Analyst | Urban Development and Water Division | South Asia Department | Asian Development Bank**



[www.adb.org](http://www.adb.org)

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**Sent:** Sunday, November 26, 2017 8:20 AM

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**Cc:** 'mnlkt@etihad.ae' <[mnlkt@etihad.ae](mailto:mnlkt@etihad.ae)>; 'guest@etihadguest.com' <[guest@etihadguest.com](mailto:guest@etihadguest.com)>; 'Mary Tuesday Moises' <[marytuesday\\_moises@yahoo.com](mailto:marytuesday_moises@yahoo.com)>

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**To:** 'mnlkt@etihad.ae' <[mnlkt@etihad.ae](mailto:mnlkt@etihad.ae)>; 'guest@etihadguest.com' <[guest@etihadguest.com](mailto:guest@etihadguest.com)>

**Cc:** 'Mary Tuesday Moises' <[marytuesday\\_moises@yahoo.com](mailto:marytuesday_moises@yahoo.com)>

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Rgds, Ed

**Edgardo G. Moises II | Project Analyst | Urban Development and Water Division | South Asia Department | Asian Development Bank**



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