



Mohamed Mokhtar &lt;mmokhtar01@gmail.com&gt;

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**General feedback**

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**customer.care@united.com** <customer.care@united.com>

Wed, Jul 8, 2020 at 5:49 PM

To: mmokhtar01@gmail.com

Hi Mohamed,

I sincerely apologize for the response delay.

United Airlines appreciates the information that you have provided regarding Emy's Vacations Travel Agency. I regret that you are being charged any fees as we are showing that your tickets were refunded at full value.

Regards,

Sheila  
Customer Care  
Case ID: 159350016738680

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::: ORIGINAL EMAIL :::From: [mmokhtar01@gmail.com](mailto:mmokhtar01@gmail.com)

Message: This complaint regarding a travel agency working with your respected company. Emy's Vacations LLC Address: [1461 N Goldenrod Rd, Unit # 125 Orlando, FL. 32807 USA](#) Phone: 321-948-0594 Fax: 407-543-8385 Emails: [Support@emysvacations.com](mailto:Support@emysvacations.com) [info@emysvacations.com](mailto:info@emysvacations.com) [ahmed.saleh@emysvacations.com](mailto:ahmed.saleh@emysvacations.com) [emy@emysvacations.com](mailto:emy@emysvacations.com) 1- Agency deducted money and as a penalty for trip cancellation. 2- Agency cheating ,deduct penalties from customers under your company name. 3- Agency refuse to reply or send any support documents. Please take care of this agency ,this is reflect a negative impression about United Airlines ,which is not true or good at all. i attached all support documents for your kind reference ,please consider this complaint with high priority. Thanks and appreciated.