From: [illegible]
To: [illegible]
Subject: [illegible]
Date: Sunday, August 23, 2026 12:31:40 PM
Attachments: [illegible]

Dear Sir/Madam:

I have attached the Letter of Reassignment from Click2Refund, along with documents from American Airlines. As you can see from the email below, I am requesting that you cancel the check issued to Click2Refund on my behalf. ***I am requesting the 600 Euro check payment be sent directly to me and mailed to my home address:*** The check should be made payable to ***Nancy Griffin.***

Please confirm this arrangement.

Sincerely,

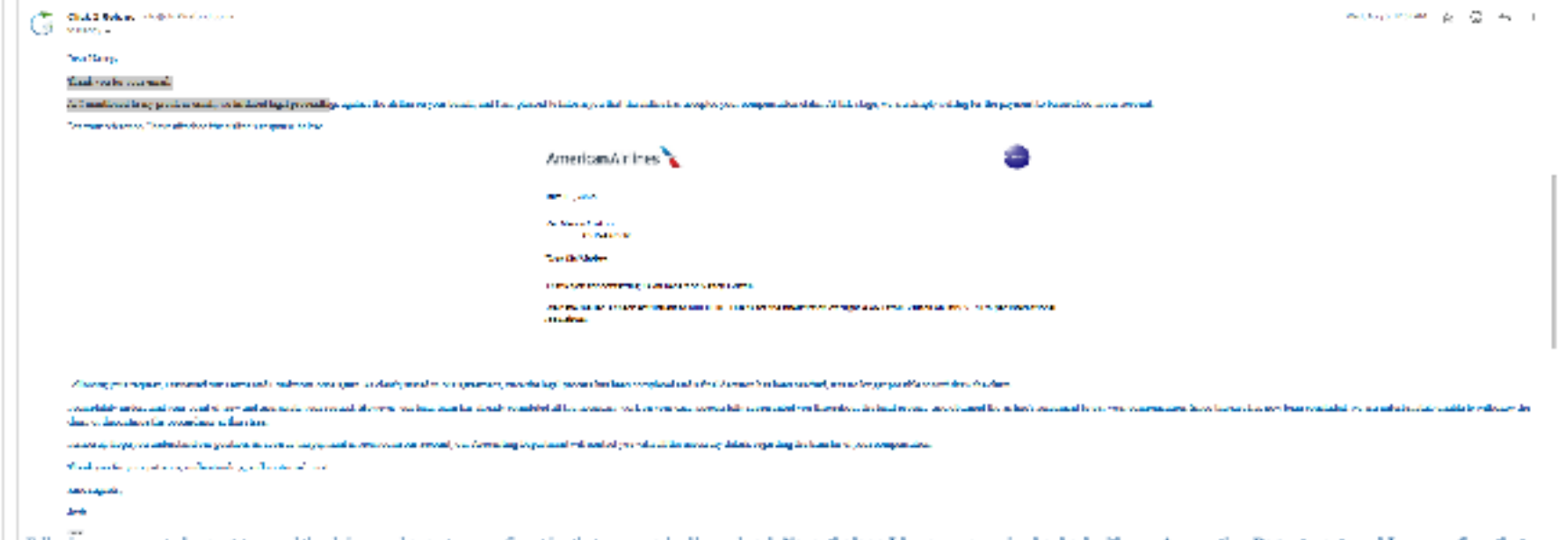
EISENBERG WINKLER BLOCK
SCHWARTZ SHIDEMAN & SHERBY
Nancy Griffin, Legal Assistant to
Frederic S. Eisenberg, Esquire
Spruce Street
Philadelphia
[illegible]
(fax)
(toll free)
ngriffin@1634legal.com
www.erlegalteam.com

From: Click 2 Refund <info@click2refund.com>
Sent: Friday, August 21, 2026 4:48 AM
To: <Ngriffin@1634legal.com>
Subject: Re: Click2Refund Claim ID #CR2-486536 // AA Ref#1-40998807785

Dear Nancy,
I hope you are doing well.
Alternatively, if you would prefer to receive the payment directly yourself, you may contact the airline using the waiver form we sent you. You can request a stop payment on the cheque issued to you and ask the airline to cancel the cheque and issue the payment directly to you instead.
Airlines may be able to cancel a cheque that has already been issued and arrange the payment directly to the passenger in such cases. This may potentially allow you to resolve the matter more quickly.
Therefore, we recommend contacting the airline directly and asking whether this option is available.
I hope this helps, and I wish you a pleasant day.
Kind regards,

On Thu, Aug 20, 2026 at 7:58 PM Click 2 Refund <info@click2refund.com> wrote:

> Dear Nancy,
> Thank you for your response.
> With your renewed authorization, I am forwarding your case to our legal team once again. They will resume their efforts with the airline regarding your compensation and payment.
> Please note that, technically, the approval of a compensation payment does not mean that the funds are immediately transferred to our account. Once the airline has completed its internal decision-making and payment procedures, the transfer of a payment can take at least 45 days to reach our account. Although this period may sometimes be longer depending on the country, airline, and banking procedures involved, the payment process is ultimately completed.
> I will also personally follow your payment process closely and have added your case to our priority list. I sincerely hope that the process will be finalized as soon as possible.
> Thank you very much for your trust and patience.
> Kind regards,
> Josh
>
> On Thu, Aug 20, 2026 at 7:34 PM Griffin <Ngriffin@1634legal.com> wrote:
>
> > **From:**
> > **Sent:** Thursday, August 20, 2026 12:16 PM
> > **To:** Click 2 Refund <info@click2refund.com>
> > **Subject:** Click2Refund Claim ID #CR2-486536 // AA Ref#1-40998807785
> >
> > Dear :
> >
> > Please ask your legal team to follow-up with the airline regarding the payment process on my behalf.
> >
> > Thank you again for your assistance in this matter.
> >
> > Very truly yours,
> >
> > [illegible] SHERBY
> > Legal Assistant
> > Frederic S. Eisenberg, Esquire
> >
> > DIRECT DIAL
> >
> > (fax)
> > (toll free)
> > ngriffin@1634legal.com
> > www.erlegalteam.com
> >
> > **From:** Click 2 Refund
> > **Sent:** Thursday, August 20, 2026 11:59 AM
> > **To:** <Ngriffin@1634legal.com>
> > **Subject:** Re: Click2Refund Claim ID #CR2-486536 // AA Ref#1-40998807785
> >
> > Thank you for your email.
> > Although we closed your case at your request, please rest assured that we continue to keep an eye on any developments that may be in your favor.
> > When you requested the cancellation of your claim, I had already informed you by email that the airline had accepted your compensation claim and that the payment process was ongoing. You can find a copy of that email below for your reference:



Following your reported request to cancel the claim, we also sent you confirmation that your case had been closed. **Nevertheless, I have once again checked with our Accounting Department, and I can confirm that the compensation accepted by the airline has still not been received in our account as of today.**
I would like to assure you that, as one of our valued clients, I will continue to keep a close eye on your case. Airline payment processes can sometimes take longer than expected. Once the airline transfers the compensation to our account, we will make sure that the full amount you are entitled to is forwarded to you without any delay and without any deduction on our side.
You are a very important client to us, and we genuinely want to ensure that you receive the compensation that the airline has already accepted.
Since you had requested that we close the claim, we have not contacted the airline for a further payment update. However, if you would like, we can a legal team to follow up with the airline regarding the payment process on your behalf.

Kind regards,
Josh

On Thu, Aug 20, 2026 at 5:13 PM wrote:

Dear :

In your email dated 8/20/26 (below AA's email) you stated you have checked our records once again and can confirm that, to date, we have not received any payment from the airline on your .

As you can see from American Airlines email below, **Click 2 Refund. On July 28, 2026, we issued the applicable regulated compensation to them for flight AA 93 from on July 5, 2026.**

Please advise.

Thank you for your prompt attention to this matter.

Very truly yours,

Legal Assistant to
Esquire

GRIFFIN & SCHOLL, P.C.
1634 Spruce Street
Philadelphia, PA 19103
DIRECT DIAL
fax)
(toll free)
griffin@griffinlegal.com
www.griffinlegal.com

From: AmericanAirlinesCustomerRelations@aa.com
<AmericanAirlinesCustomerRelations@aa.com>
Sent: Friday, August 14, 2026 1:19 PM
To:
Subject: Response From American Airlines

American Airlines

August 14, 2026

Hallobh Griffin

As part of our partnership with the Better Business Bureau, we've recently received your correspondence from August 6, 2026. This is in response to your BBB Case: 25134814.

We're very sorry that flight 93 from Zürich to Philadelphia was canceled due to maintenance on July 5, 2026. We recognize our responsibility to minimize inconvenience and discomfort during a disruption, and we appreciate your constructive feedback. Please know it will be used as we continue working to improve how we support customers in situations like this.

We recognize how uncomfortable it was to travel in Economy, particularly on a middle seat, while traveling with a lap child and managing limited flexibility. We also understand how frustrating it was to spend six hours on the phone attempting to rebook your travel, only to be confirmed on a flight two days later. Missing a day of work added further stress, and we regret the impact this disruption had on your schedule and well-being.

We also regret that we are unable to confirm seats on alternate flights were not immediately available. During irregular operations, oversold flights can become automatically full, and we do not always receive advance notice of these changes. While safety will always remain our top priority, your feedback is important as we think about how we can improve how we manage these challenging situations.

We processed a downgrade refund of $149.46 on July 5, 2026, for flight 3893 from Dallas/Fort Worth to Philadelphia. Please contact your travel agency directly for the status of this refund, as the credit was issued to them.

Regarding the hotel accommodations in Zürich, we're sorry the property did not meet your expectations. During irregular operations, hotel availability can be extremely limited, and we must work with the options immediately accessible to ensure customers have a safe place to stay. Still, we understand your concerns about the location, lack of air conditioning, limited meal options, and the difficulty of accessing laundry or purchasing clothing once. Similarly. We also recognize how challenging it was to avoid using important food vouchers due to your tight travel timing.

Please accept our apologies for the difficulties you encountered when your flight was canceled. We're sorry that we were unable to secure immediate you on another option that met your travel needs; however, those details are not impressive we can address.

Prior to receiving your email, we also learned that **Click 2 Refund. On July 28, 2026, we issued the applicable regulated compensation to them for flight AA 93 from Zurich on July 5, 2026. As such, no additional compensation is due.**

A $149.46 check to reimburse your out-of-pocket expenses in Zürich has been sent via postal mail to your address on file. Although we know it doesn't change the circumstances of your experience, we hope it helps to make amends. Please note this check is valid for 180 days from the date of issue and cannot be cashed once voided after the validity period.

Ms. Griffin, despite the circumstances on this occasion, we'll do our very best to ensure your next trip goes smoothly. We value your AAdvantage® loyalty and look forward to welcoming you on board another American Airlines flight soon.

Sincerely,
Taylor Swanson
Customer Success
American Airlines

AARa9914098E0715

[redacted], Legal Assistant to
[redacted], Esquire
at
[redacted]
DIRECT DIAL
[redacted] (fax)
[redacted] (toll free)
[redacted]

From: Click 2 Refund
Sent: Thursday, August 20, 2026 7:44 AM
To
Subject: Claim ID # CR2-486536

Dear Nancy,
Thank you for your email. I hope you are doing well.
As per your most recent request, we closed your file and stopped taking any further action on your behalf, as confirmed in the document we sent to you at the time.
Nevertheless, **I have checked our records once again and can confirm that, to date, we have not received any payment from the airline on your behalf.**
If there are any new developments, I will certainly let you know. If you have submitted a claim directly to the airline, please note that airlines' decision-making and payment processes can generally take between 2 and 4 months.
Should you have any questions or need any assistance at any time, I will always be happy to help.
I wish you a pleasant and healthy day.
Kind regards,
Josh

On Wed, Aug 19, 2026 at 7:13 PM [redacted] Griffin [redacted] wrote:

Dear [redacted]:

[redacted] know when I will receive the money?

Thank you for your attention to this matter.

Very truly yours,

MOORE WINKELRIED JOCK
SCHWARTZ SCHOLNICK & SHERRY
Nancy Griffin, Legal Assistant to
[redacted], Esquire
[redacted]
[redacted] (fax)
[redacted] (toll free)
[redacted]
[redacted]

From: Click 2 Refund
Sent: Friday, August 7, 2026 9:36 AM
To: [redacted]
Subject: Terminate your services before a final resolution is reached regarding Claim ID# CR2-486536

[redacted] my previous email, we have cancelled your case and will not be taking any further actions on your behalf. Please find the reassignment form attached, confirming that your case has been withd
I wish you good health and all the best.
Kind regards,
Josh

On Thu, Aug 6, 2026 at 12:20 AM Click 2 Refund wrote:

Dear Nancy,
I hope you are doing well. At this stage, in line with the requests you have communicated to us, we have decided to terminate the authorization you granted us, together with all of its legal effects. Based on our correspondence, we have concluded that you wish to withdraw your claim and that you do not wish to accept any alternative solution offered by us. If this is not the case, or if you have any other request, please let us know. Accordingly, we will not take any further action or act on your behalf regarding your claim. As part of bringing this matter to a close, we kindly ask that you also completely remove the review you posted about our company. If you do so, we will complete the withdrawal of your claim and close your file accordingly. This decision was made by our management out of respect for the personal circumstances you shared with us and as a gesture of goodwill. We appreciate your cooperation in bringing this matter to a close. Thank you, and we wish you all the best going forward.
Kind regards,

On Wed, Aug 5, 2026 at 2:25 AM Click 2 Refund wrote:

Dear Nancy,
I hope you are doing well. First of all, I would like to once again express my [redacted] sympathies for the difficulties you experienced. I truly hope you are doing better, as [redacted] sorry for everything you have been through. The review you posted was also seen by our manager, who contacted me afterward. I would like you to know that they have taken a close interest in your case and carefully reviewed your situation, particularly considering your status as a vet eran. Under the terms of our agreement, a 20% service fee would normally be deducted from any compensation successfully recovered. However, after taking your special circumstances into consideration, our manager has made an exceptional decision. As a gesture of goodwill, once the airline transfers the compensation to our account, we have been authorized to send you the full EUR 600 without making any deduction. This is a special exception made solely as a goodwill gesture. At this point, I would like to ask you for a small favor. We would greatly appreciate it if you could remove the review you posted. Although your review was not directed at me personally, it has had a negative impact on my performance evaluation and career as an employee. Throughout the process, I have genuinely tried to assist you in every way I could. Where the matter was beyond my authority, my manager stepped in and approved this exceptional arrangement in your favor. **If you remove your review, once the airline's payment reaches our account, the full EUR 600 will be transferred to you without any deductions.**
Thank you in advance for your understanding and support. I look forward to hearing from you.
Kind regards,

On Wed, Aug 5, 2026 at 12:54 AM Click 2 Refund wrote:

Dear Nancy,
Thank you for your email.
As I mentioned in my previous email, we initiated legal proceedings against the airline on your behalf, and I am pleased to inform you that the airline has accepted your compensation claim. At this stage, we are simply waiting for the payment to be received in our account.
For your reference, I have attached the airline's response below:

American Airlines

July 11, 2026

Re: Nancy Griffin
CSR-486536

Dear Sir/Madam

Thank you for contacting us on behalf of Nancy Griffin.

We have mailed a check equivalent to 600 EUR. This is for the interruption of flight AA93 from Zürich on July 5, 2026 per international regulations.

Following your request, I reviewed our Terms and Conditions once again. As clearly stated in our agreement, once the legal process has been completed and a final decision has been reached, it is no longer possible to withdraw the claim.
I completely understand your point of view and appreciate your request. However, our legal team has already completed all the necessary work on your case, successfully represented you throughout the legal process, and obtained the airline's agreement to pay your compensation. Since the case has now been concluded, we are unfortunately unable to withdraw the claim or discontinue the proceedings at this stage.
I sincerely hope you understand our position. As soon as the payment is received in our account, our Accounting Department will contact you with all the necessary details regarding the transfer of your compensation.
Thank you for your patience, understanding, and continued trust.
Kind regards,
Josh

On Wed, Aug 5, 2026 at 12:31 AM [redacted] wrote:

Dear [redacted]:

Please send me copies of the legal proceedings you filed against the airline. I looked at your Frequently Asked Questions on your website and a *similar one was not listed* with your company's response below stating I only had 14 days to terminate your services.

Under What conditions would an application be voided?

There are a few situations where we may need to discontinue your application for compensation:

- If the airline provides evidence that the disruption was due to extraordinary services beyond its control, making it exempt from paying compensation.
- If you fail to provide the necessary documentation or information required to substantiate your claim despite our reasonable requests.
- **If you decide to withdraw your claim or terminate our services before a final resolution is reached.**

In one of these situations, we'll contact you as soon as possible to let you know we can't proceed further with your application.

Sincerely,

[illegible] LEEK
SCHWARTZ, SCHOENHAUS & SHERRY
Nancy [illegible], Legal Assistant to
[illegible] Esquire
1634 Spruce Street
Philadelphia [illegible]
[illegible]
[illegible] fax)
[illegible]
www.erlegalteam.com

From: Click 2 Refund <info@click2refund.com>
Sent: Tuesday, August 4, 2026 5:14 PM
To:
Subject: Re: Void / Cancel Claim ID #CR2-486526 as per your FAQ.

Dear Nancy,
Thank you for your ema[illegible] sending the information.
First of all, I would like to say that I am truly sorry to hear about the difficulties you have experienced and your health issues. I sincerely hope that you are feeling much better now. Above all, I wish you good health and a speed[illegible]
I have [illegible] reviewed all the documents you provided, as well as the terms and conditions on our website. At this stage, I regret to inform you that we are unable to proceed with the withdrawal of your claim.
Once you authorize us to represent you, our sole objective is to ensure that you receive the compensation you are entitled to as quickly as possible through a professional and diligent legal process. To achieve this, we employ a team of experienced specialists and legal professionals who handle each case with the utmost care.
Our experience has shown that when passengers are represented by legal counsel, airlines tend to process claims more quickly and are often more likely to reach a favorable decision.
After you authorized us to act on your behalf, the legal team assigned to your case conducted a thorough review, completed all the necessary preparations, filed legal proceedings against the airline, and has diligently followed your case ever since.
According to the latest update we have received, the airline has agreed to pay your compensation. Our Accounting Department will contact you shortly with detailed information regarding the payment process and the next steps.
Thank you for your patience, understanding, and trust.
Kind regards,
[illegible]

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