FLIGHT NUMBER : WN1529
CONFIRMATION: ALQKYV

Dear Sw Customer Affairs:

I have been a life long SW customer. The last time I have flown was over 4 years ago due to my disability and medical issues Heart and Leukemia, with a plethora of functional limitations that goes along with it.

I was cleared by my medical team to fly. On my return, I upgraded and paid extra for a "better" logistics flight reducing layover time.

ALQKYV

Your Itinerary

Payment Information

POLICE REPOR OCT 14, 26 AT AND BOARDING PASS SEAT 1D) PDF ATTACHED ALONG WITH A PHOTO OF THE MAN WHO DROPPED THE BAG ON MY HEAD.-SEAT 1C

The flight turn out to be a disaster. I am handicapped, was allowed preboard. All is fine so far. I took my seat and was resting. A tall man boarded a bit later with a suitcase and "attempted to place it in the overhead bin. As he was raising the bag, he dropped in on my head which was witnessed by ' the standing right next to him. witness the whole thing. After the incident, my head and right side of my neck was aching. I quietly walked over to , to not create a scene or anger the man, who dropped the bag on my head, who was seating in SEAT IC. I was next to him in SEAT 1D. said, " Yes, I saw that directly." I would suggest making a report to your supervisor just in case the aching increases.

told me he made the report. When I got off the plane a whole team of Chicago EMTs were waiting, according to SW protocol. EMT escorted me out of the walk way to conduct an medical evaluation. No problem. The EMTs were wonderful but the SW team who was conducting this "interrogation" were abusive,

who were more focused on SW crisis reduction protocol and caring about the passenger who could possibly be injured.

The woman who "interrogated" me had the supervisor on the phone. The supervisor was telling her what to say and do. Her attention was doing what the supervisor told her and was NOT listening to what I needed to tell her. She first asked me how this happened. She told the supervisor wrong presuming the bag was already in the bin , man opened it, and it fell on my head. NO.. The man in seat 1C was lifting the bag to put in the bin. I explained to please correct this with her supervisor. I do not think she did. I did not get verbal feedback that this was corrected in the SW incident report.

She asked me the usual SW crisis reduction questions to inquire about the extent of the injuries as well as "pain levels" EMT was listening to this whole "interrogation". She initially asked me "WHAT IS YOUR PAIN LEVEL presuming at time of incident" I said, 8." The supervisor told her to say, "We will not authorize him to fly with a pain level of 8—I suspect SW protocol decision.

Response to me, "You cannot fly with a pain level of 8. I said, "Change it to 4-5 because now it is 4-5. You did not ask me that. Your line of interrogation allured to the prior than the latter, asked at time of incident.

EMT heard this. I responded. I already have an appointment with my Oncology team back ir Everything is set. No need for hospital. I did not lose consciousness, nor do I have a physical bump on my head. You are overreacting to protect yourself from a lawsuit that is so obvious.

Supervisor said, "You have to have him take pain medication before we can authorize him to leave. –I suspect also from SW crisis reduction protocol-- Do you have pain medication Tylenol? " I said, " I do not have Tylenol. Are you forcing me to take medication? Are they SW doctors who can authorize such a medical intervention.?

This went back and forth and my stress and pace maker was pounding NOT from the head incident but generated by the SW team interrogation.

I am sure this whole thing is recorded, and you can listen to the whole thing. I was stressed . The interrogation abuse was confusing me because I was more focused on the threat of being prevented from flying tc and meeting with my Leukemia Oncology team.

SW customer service, my medical team PRECLUDES me from taking ANY medication without their authorization because any over the counter drug would have a counter affect on the chemo turning the chemo into a poison. NOT GOOD.

The EMT men were my savior. He said, "Do you have advil ?" I said, " That I do have. " EMT told SW , "You cannot force him to take any medication at all . As long as he has the medication on his person is all you can legally authorize" This went on for at least an hour.

Finally, SW gave me authorization to fly. I understand that SW has an obligation to make sure the passager is safe and would not go into medical crisis in the air which would put at all risk. I support this 100%.

However, EMT initially gave me clearance to fly. It was SW supervisor who was NOT listening to me, nor the EMT team, the symptoms or the EMT- medical clearance to fly.

My heart was pounding the the pace maker was clicking which this SW bombarding me with questions, felt like a 'criminal federal interrogation" than to gather health level information.

This morning I woke up and the aching has subsided. I do not think I need to go to the doctor from an MRI.

RESULTS DESIRED

What I want out of this is 1) The tell your SW team to LISTEN TO passenger as oppose to assuming this was a "made up situation, especially that the Flight attendant saw the whole thing.

I DID NOT make this up. Attached is a photo of the MAN seating in 1C that was lifting the bag to put it in the upper bin, and dropped it on my head.

2) SW has a "potential injured passenger. Have More compassion in asking questions, as oppose bombarding with threats. I understand SW MUST asked these questions. It is medically necessary but please there is a tone and mode of questioning that should be geared to putting the passenger at ease as oppose to inducting fear , stress, and anxiety, which the supervisor and the SW employee who responded created.

The SW employee tone in her voice was never raised or angry, but it was the rapid fire of questions with laced with threats which escalated the anxiety and stress of the situation.

THANK GOD for Chicago EMT who finally were the one's that resolved the situation by making sure SW supervisor heard what they had to say.

(The EMT team was called back twice.) In fact the last thing the EMT who took charge, said, was, "Listen I AM NOT coming back here again, until I know this man gets on the plane and this issue is resolved properly.

I finally got clearance to fly home to my Oncology team.

3) In my over 25 years of flying SW, I never had such a horrific flight. I would like to get a full refund on the original form of payment Chase VISA ending in 8514 $392.21.

I do not want flight credits due to this horrific situation. SW has always prided itself at doing the right thing. This is minor compensation in comparison to a horrific experience.

Thank you ever so much!