

To: [REDACTED]
From: Lesley Groff
Sent: Wed 5/16/2018 11:44:32 AM
Subject: Your Lost Luggage w/XL Airways

Hi [REDACTED], I just got off the phone with Nadine from XL Airways in the Baggage Irregularity department. They are open from 1-5pm Paris time. Her phone number is: + [REDACTED]

This is the 5th day since the disappearance of your luggage and is still under airport control (meaning the airport is still investigating) She hopes the luggage is found today but if not, then tomorrow, the 6th day, you must email and call Nadine in The Baggage Irregularity department and reference [REDACTED]. Give her the best description of your bag, details of what the bag contained and tell her of any unusual circumstance that may have happened at check in at JFK.

Nadine's phone number: + [REDACTED]
Nadine's email address: [REDACTED]
Reference [REDACTED]

When you email her, include a picture of the baggage tag and the reference #. Include your phone number (She has number on file (+ [REDACTED]) but provide to her again. Nadine requests YOU call and email her department personally because you can provide the best information re all the details...

CC me on your mail so I can follow up for you.

I hope you receive your bag today! :) Lesley