

To: [REDACTED]
From: Lesley Groff
Sent: Thur 5/17/2018 4:25:23 PM
Subject: Re: Your Lost Luggage w/XL Airways

Fantastic!!! That makes me happy!! I'll bet you are even happier!!

Sent from my iPhone

On May 17, 2018, at 12:19 PM, [REDACTED] > wrote:

Finally I found it . I went to the airport

Envoyé de mon iPhone

Le 17 mai 2018 à 16:33, Lesley Groff <[REDACTED]> a écrit :

any news?

On May 16, 2018, at 7:47 AM, [REDACTED]
[REDACTED] > wrote:

thank you Lesley

2018-05-16 13:44 GMT+02:00 Lesley Groff <[REDACTED]>:

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]
[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]
[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

<image1.jpeg>