

Dr. Sergey Pogodin
av. Països Catalans, 26, DEQ, lab. 221
Tarragona 43007, Spain
Tel.: +34 [REDACTED]
E-mail: msupsg@yandex.ru

Austrian Airlines
Customer Relations
PO Box 33
A-1300 Vienna Airport
Austria

Claim letter

Dear sir/madam,

This claim relates to the flight OS392 from (BCN, LEBL) Barcelona El Prat Airport to (VIE, LOWW) Vienna International Airport on 13/04/2012 at 09:55, operated by Austrian. The flight was cancelled at the time of its departure due to technical problems with onboard computer, as it was announced by the aircraft captain. In result of the re-routing offered, I have arrived to the final destination, Vienna International Airport, at 16:30, four hours later then it was scheduled originally.

On the basis of the Regulation (EC) nr. 261/2004 of 11 February 2004 I have right for the compensation for the amount € 250.00 in this case. Hereby I request you to transfer the above mentioned compensation, within two weeks from the date of this claim, to bank account IBAN [REDACTED] in the name of Dr. Sergey Pogodin.

If your payment has not been credited to the above mentioned bank account within the period referred above, I reserve the right to take the necessary legal measures (or have them taken) against your organization.

Sincerely,

Dr. Sergey Pogodin

Attachment A: Claimer info

Dr. Sergey Pogodin,
Birthdate 23.07.1985
Booking # [REDACTED]
Amount: € 250.00



Attachment B: Itinerary and claim amount

Original itinerary

Flight OS392

from BCN, scheduled departure 13.04.2012, 09:55

to VIE, scheduled arrival 13.04.2012, 12:20.

The flight was cancelled upon departure.

Actual itinerary

Flight LH1811

from BCN, scheduled departure 13.04.2012, 12:05, actual departure 13.04.2012, 12:18

to MUC, scheduled arrival 13.04.2012, 14:05, actual arrival 13.04.2012, 14:20

Flight LH2330

from MUC, scheduled departure 13.04.2012, 15:25, actual departure 13.04.2012, 15:35

to VIE, scheduled arrival 13.04.2012, 16:30, actual arrival 13.04.2012, 16:30

Claim amount

Distance BCN – VIE: 1360 km

Final destination arrival delay: 04:10 hours

Claim amount: 250€

The calculation of the claim value is based on the following rules:

- EURO 250 for a flight distance less than 1500 km;
- EURO 400 for a flight distance of between 1500 km and 3500 km;
- EURO 600 for a flight distance higher than 3500 km.

If re-routed flight arrived within respectively 2, 3 or 4 hours of the original scheduled time, the claim value is 50% of the amount displayed above.