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NEB Spain
Agencia Estatal de Seguridad Aérea, Sección de
Atención al Usuario
Paseo de la Castellana 67, despacho A 259
28071 Madrid
Spain

Brummen, 30 November 2011
Ref: [REDACTED]

Your reference: [REDACTED]
Date to NEB: 29-12-2010

Dear Sir/Madam,

Euclaim has sent your company a complaint with the above mentioned reference number, regarding flight U2 4526 of 12 February 2010.

Unfortunately we have not received a final decision on this matter.

In the "NEB-NEB complaint handling Procedure Under Regulation (EC) 261/2004", it states that a complaint handling procedure can take a maximum of six months. This complaint has taken longer than six months and have not received a response from your organization.

We would appreciate further correspondence in this matter and that the National Enforcement Body come to a decision concerning the complaints of the passengers with regard to EC Regulation 261/2004.

Yours faithfully,

Rosella Lammers

EUclaim BV