

**[Your Name]**  
**[Street Address]**  
**[City, ST ZIP Code]**  
October 17, 2020

**[Recipient Name]**  
**[Title]**  
**[Company Name]**  
**[Street Address]**  
**[City, ST ZIP Code]**

Dear **[Recipient Name]**:

I recently had a very frustrating and extremely costly experience with your airline. I feel that I am owed compensation from Blue Yonder Airlines for my expenses.

On September 8, 2003, I was confirmed on Flight 1575 from Atlanta to Los Angeles. I was traveling to a very important business meeting that would determine whether my firm acquired a much-desired client. I arrived at the airport well in advance of my flight's scheduled departure but discovered that your reservation agents had double booked the flight's seats. Despite my protests, I was informed that there was no room for me on the flight. I missed my flight and lost my client.

I paid in advance to confirm my reservation. Moreover, we had a contract. You had an obligation to reserve and hold my seat. Therefore, as compensation for my experience, I would like you to provide me with two round-trip domestic tickets to any location I choose in the next year and \$300 in cash. Nothing can compensate me for the professional loss I sustained, but I want to ensure that you think seriously about your commitments to customers. Treating them badly will only bring you bad publicity and loss of business.

Please call me at (425) 555-0195 by September 19, 2003, to confirm that I will be compensated for this distressing experience. If I don't hear from you, I will report you to the appropriate regulatory agencies in Georgia.

Sincerely,

**[Your Name]**  
**[Title]**