

**De:** Feedback <feedback@etihad.ae>

**Enviado el:** viernes, 8 de diciembre de 2023 16:22

**Para:**

**Asunto:** Request additional info - Customer CRM:01353931163

**Diese Nachricht stammt von einem nicht vertrauenswürdigen Absender**

Sie haben bisher nicht mit diesem Absender korrespondiert.

Etihad Airways reference: 2311243926738

Date: 12/8/2023 7:21 PM

Dear ,

Thank you for taking the time to write to us regarding your latest flight. We are sorry to hear that your bag was damaged.

We have investigated your case and, in line with the Etihad Airways Conditions of Carriage, we would like to offer you reimbursement of USD 50 which will be provided via bank transfer.

Alternatively, we would like to offer you an Etihad Credit voucher of USD 75. You can use the voucher for future flights, upgrades, ancillaries and more, for yourself, your family or even your friends. Etihad Credit is valid for 12 months and must be used before the expiry date.

To receive the Etihad Credit voucher or the bank transfer, please fill in, sign and return our Release and Indemnity form, which you can find here:

<https://www.etihad.com/content/dam/eag/etihadairways/etihadcom/Global/pdf/guest-relations-form/release-and-indemnity-form.pdf>

Once we receive the signed Release and Indemnity form, we will send you the compensation offer where you can select your preferred choice and update your details.

Please respond by 12/15/2023 7:21 PM (Gulf Standard Time).

Yours sincerely,

Youssef

Baggage service agent

Etihad Aviation Group

New Airport Road, Khalifa City, Abu Dhabi, UAE

[etihad.com](http://etihad.com)

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