



Customer Service Office
ABC Airline
1234 Main Street
Philadelphia, PA. 12345-123
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Email: abccustomerrelations@abcairline.com

Your case number is: XXXXXXXXXX

August, 15, 2018

Dear XXXXXXXXX,

Please ensure your document includes the highlighted information. If this information is not visible, the document may not be accepted.

Thank you for your recent correspondence.

ABC Airline Flight ABC8980 from Chicago to Philadelphia was delayed 1 hour and 56 minutes on August 4, 2018, due to severe weather. This delay resulted in the customer missing his connecting flight, ABC4077 from Philadelphia to London. The passenger was rebooked onto ABC Airline Flight ABC0005 on August 5, 2018.

We appreciate your understanding in this matter, and look forward to welcoming you on board again in the near future.

Sincerely,

Customer Relations