



Sumin Yoon &lt;gsumin88@gmail.com&gt;

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**Etihad Airways [RQID:548120]**

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**Yoon Sumin** <gsumin88@gmail.com>

Tue, Apr 25, 2017 at 2:43 AM

To: [baggageclaims@etihad.ae](mailto:baggageclaims@etihad.ae)

Dear,

Regarding to the claim(RQRD : 548120), I send the the following documents as the attachments you requested.

- Passport Copy
- Boarding Pass/s
- E-ticket or Itinerary
- Receipts for additional expenses
- Baggage Reference Number (PIR)

For the receipt, you can refer to the number in the excel file, 'itinery for no sending check-in baggage Etihad (20170422).xlsx'

Please proceed with the claim and let me know further clarification or the result by 27th Apr.

Sincerely,

On Tue, Apr 25, 2017 at 1:39 AM, <[baggageclaims@etihad.ae](mailto:baggageclaims@etihad.ae)> wrote:

Ref 548120

Date 24 April 2017

Dear Sumin Yoon ,

Thank you for your correspondence.

In respect to your recent experience with us, we regret there was a delay in receiving your baggage. May we request the following documents from you for our perusal;

Please attach 2-3 files at a time in .jpg or .pdf format, the total size should not exceed 4MB.

- Passport Copy

- Boarding Pass/s
- E-ticket or Itinerary
- Receipts for additional expenses
- Baggage Reference Number (PIR)

Your details will be forwarded to our Baggage Claims team for them to investigate your file. As soon as they have concluded their investigation, they will contact you further.

I look forward to your response by return.

Yours sincerely,

Baggage Claims Support

Abu Dhabi

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<http://www.etihad.com/>

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Facebook <http://www.facebook.com/suma.sumin.yoon>

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**12 attachments**

**Boarding Pass.jpg**  
45K



Passport Copy.jpg  
49K



receipt 01.jpg  
26K



receipt 02.jpg  
105K



receipt 03.jpg  
43K

receipt 04.jpg  
30K



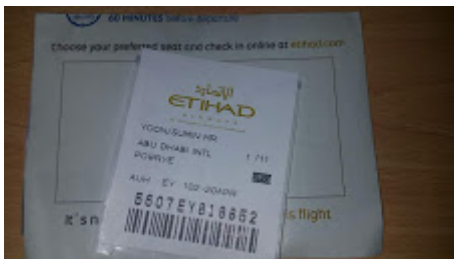
receipt 05.jpg  
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receipt 06.jpg  
35K



receipt 07.jpg  
41K



Baggage Reference Number(PIR).jpg  
55K

 **E-ticket & Itinerary.pdf**  
419K

 **itinerary for no sending check-in baggage Etihad (20170422).xlsx**  
10K



Sumin Yoon &lt;gsumin88@gmail.com&gt;

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**Request to compensate about no sending of the-check-in baggage (file reference : AUHEY87825)**

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Yoon Sumin &lt;gsumin88@gmail.com&gt;

Mon, Apr 24, 2017 at 8:13 PM

To: guest@etihadguest.com, SelectUpgrade@etihad.ae

Dear,

I request to compensate the amount of money 864.10 AED, charged due to no sending of the check-in baggage(Tag No : EY818852, file reference : AUHEY87825) Below is the detail of baggage claim request.

File Reference : AUHEY87825 / 21APR17 / 0837GMT

Name : Sumin Yoon

Flight / Date : EY102 / 20APR

Number of Bags : 1

Ticket No : ETKT 6071338076733-2

Tag No : EY818852

See the detail of the money in the attachment, **itinery for no sending check-in baggage Etihad (20170422).xlsx** It is excluding taxi fare transporting to each location, except for **two taxi fare 73.75 AED and 469.75 AED**, which were charged totally due to the careless of the airlines staff and the driver delivering my baggage.

For the two taxi fare, I explain the situation as below :

I got a call from the baggage service center(02-599-8484) at 13:24 on 22nd Apr 2017, where the person told me my baggage already arrived in the airport and on checking now, so he said he will give me back that before 4 pm and asked me if I will stay in the hotel(Al Diar Capital Hotel) at that time, then I answered I will leave in the hotel in 10 minutes and will go to some mall, please call me when you start to deliver my baggage, and he said okay. (see also '**baggage status SMS 201704221322.jpg**' for related information via SMS)

I was supposed to leave from Abu Dhabi by taking a company bus at 6pm in the place 7~10 min far from Mushrif Mall. And i was waiting in Mushrif Mall and planned to go to the place once i get my baggage.

Until 4pm, i didn't get any call from the baggage service center, so i tried to call there(02-599-8485, 02-599-8484) but no answer. When i checked my baggage information on internet(<http://www.worldtracer.aero/fields/ey.htm>)(see '**baggage status online 201704221638.jpg**'), they said my baggage is not confirmed. I was thinking my baggage was still in the airport so i should go to the airport to get my baggage unless there is no call from the center before 4:50pm because of my company bus schedule (it takes minimum 20 mins from the mall to the airport).

After the fail of lots of calls, i tried to call Etihad service center(02-599-0000), it took more than 10 mins to check the current status of my baggage and finally she answered there is no my baggage in the airport?? (anyway i spent the most of my credit from 10 AED at that time) i didn't believe her saying so i just asked any direct number available then i got 025112170. (I don't understand why the person in the baggage service center didn't give me the alternative number 02-511-2170 before?) And i connected with the number, the person said my baggage seems to be already left from the airport to the city, and told me the coordinator's number(055-734-4519) for the exact location. At that time(around 5:15) i was on taxi going to the airport, but i changed to the destination back to Mushrif Mall. (the first taxi fare(73.75 AED) is this one)

Then i called the coordinator and said where my baggage was, and was told that my baggage was going to the hotel! (Why didn't they know i am not in the hotel even though i already told i leave from the hotel around 1:34pm?) I said i am not in the hotel but going to Mushrif Mall, please bring my baggage there as soon as possible. He told me the driver number(0528643777) but i failed to call him many times (even my credit for calling was almost out) i called the coordinator again to tell him to bring my baggage to the mall and call me back now because i don't have any credit for calling.

Waiting... and finally on 5:24pm i got a call from the driver and he said 'where are you? Now i am in the hotel.' (I think the coordinator didn't transfer my saying to bring my baggage to the mall) i said again and again to bring my baggage into the mall, not the hotel!! and told him that my company bus will leave on 5:50pm so i have to leave from the mall on 5:40pm at latest, so can you come to the mall before 5:40pm? And he said yes. (I think he surely will be not punctual, so I told him my bus will leave on 5:50pm, I have to leave from the mall on 5:40pm at least so that I can take the bus) I arrived in Mushrif Mall on 5:32pm and kept trying to call him (Because I didn't have any credit for calling, and the phone operator send him SMS of notice when I tried to call him without credits.) at 5:40pm, I called him with other person's phone, and he said he will arrive within 5 mins. Anyway I asked him what the car model and color but he just answered the color is white. and I told him 'I am wearing red t-shirt and blue shirt, please find me', he said okay.

After that I kept waiting for him in front of the mall until 5:50, 5:55, 6:00, and even 6:10... keeping trying to call him without credits. As the time was close at 6:00pm, I was so stressful to find how I can take the bus. Around 6:10pm, I almost gave up to take the bus and asked some person to use his cell phone to call the driver. When I showed him the number, he said I am the person(the driver) (!) and he was waiting for me for long time (I almost punched his face!) So I asked him 'why didn't call me?' and he said 'I didn't understand' with puzzled face. I said that several times slowly like 'why did not you call me?' and he also didn't answer. I showed him that in writing on phone, then he said 'I called you.' what call?????? I showed him my phone call logs and said 'I didn't have your call.' then his puzzled face again. Even I showed in writing, his face was the same and didn't answer anything. (I really wanted to kill him at the place at that time. I missed my company bus because of him and have to take a taxi to working site with the cost around 150USD) I couldn't continue to talk with him, so I finally said 'report to your boss, I will claim to your company about that.' then he said okay. (??????) You should understand how much i was angry. I already failed to take the company bus so I had to pay the second taxi fare(469.75 AED)(see **'the route 01.jpg'** for the route)

(see **'the call log 01.jpg'** for the related call log from 16:00 to 18:30, 22nd Apr 2017)

In summery, the baggage service center staff, the coodinator and the driver didn't care about my situation at all, so I was so stressful and lost lots of my time and money. and I need to get the answer about the question below.

- Why didn't the baggage service center pick the call between 4pm~5pm?
- Why the person in baggage service center didn't tell me the altanative number(025112170)?
- Why didn't my saying be transfered to the coordinator that I left from the hotel around 1:34pm so please call me to confirm the location?
- Why didn't the driver call me when he arrived in front of the mall and couldn't find me?

**Please give me the answer and any further procedure to return the amount of money or the other excuse for that by 26th Apr. Otherwise I will consider you don't want to reply my request and I will distribute the situation on every travel site like your Facebook page, Tripadvisor, and Lonely Planet, etc.**

Sincerely,

[Quoted text hidden]

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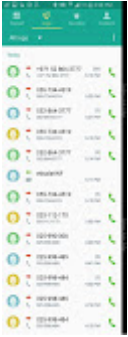
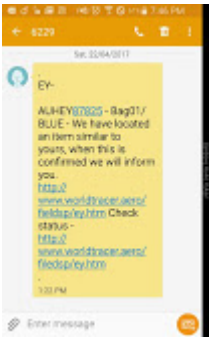
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#### 5 attachments

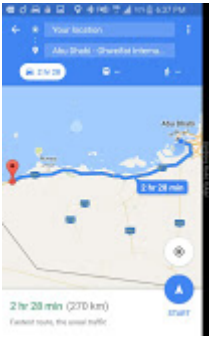


**baggage status online 201704221638.jpg**  
213K

**baggage status SMS 201704221322.jpg**  
54K



the call log 01.jpg  
168K



the route 01.jpg  
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