



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

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## Request to compensate the money due to the arrival delay

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Yoon Sumin <gsumin88@gmail.com>  
To: Pluma SAC <sac@pluma.com.br>

Tue, Apr 25, 2017 at 7:30 PM

Dear,

Sorry for my poor portuguese.

I send the first request email again. (See 'Gmail - Request to compensate the money due to the arrival delay.pdf'), and the following attachments.(See also 'itinery for Pluma bus.xlsx' for the related journey).

Please review the documents as soon as possible and answer me by 26th Apr.  
For any inquiry or further clarification please ask me.

Sincerely,

On Tue, Apr 25, 2017 at 3:24 PM, Pluma SAC <sac@pluma.com.br> wrote:

Prezado Cliente!

Gentileza nos informar os dados da viagem, incluindo número de sua passagem para registrarmos sua reclamação.  
No aguardo.

Atenciosamente

Ana Maria

Serviço de Atendimento ao Cliente

Pluma Conforto e Turismo

**De:** Yoon Sumin [mailto:gsumin88@gmail.com]

**Enviada em:** sábado, 22 de abril de 2017 14:51

**Para:** sac@pluma.com.br

**Cc:** support@busbud.com

**Assunto:** Fwd: [Busbud] Re: Request to compensate the money due to the arrival delay

Dear whom it may be concerned in Pluma Bud company,

Regarding the claim below, Busbud said tha the delay of the bus is fully in charge of the bus operation company, Pluma. As the arrival time (09:15) is mentioned on the bus ticket from Busbud, please reply me the further procedure to compensate the amount of the money or any other excuse for the arrival delay of the bus by 24th Apr 2017. Otherwise i will consider you don't want to reply it, then distribute the issue to all travel site like your facebook, twitter page, tripadvisor, lonely planet, etc. as well as prepare official claim to your company.

Sincerely,

윤수민, Sumin Yoon (Suma)  
Engineer / Piping Department

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

----- Forwarded message -----

From: "Lucila (Busbud)" <[support@busbud.com](mailto:support@busbud.com)>  
Date: Apr 22, 2017 9:19 PM  
Subject: [Busbud] Re: Request to compensate the money due to the arrival delay  
To: "Yoon Sumin" <[gsumin88@gmail.com](mailto:gsumin88@gmail.com)>  
Cc:

## - Please type your reply above this line - ##

Your request (89555) has been updated. To add additional comments, reply to this email.  
<http://help.busbud.com/hc/requests/89555>



**Lucila (Busbud)**

Apr 22, 13:19 EDT

Hi Yoon,

I'm very sorry about this problem with your trip, thank you for letting us know about this.

We, Busbud, are an online aggregator for buses around the world (like Expedia for plane tickets and hotels). Therefore we are not the actual bus operators, and we don't have personnel at the stations but we do try to make it easier for you to search, compare and book tickets for any of your bus travels. We care deeply about the service that our partners provide on the trip and that's why we send surveys asking about their service.

Bus companies try their best to follow programmed schedules, but unfortunately, due to unforeseen circumstances such as weather, a passenger's medical emergency, traffic and other, the bus might be delayed (like it also happens with planes). Unfortunately the bus companies do not take responsibility for inconveniences caused by the delays, this is part of the agreement when you buy a ticket. I'm sorry.

If you wish to pursue your claim, please contact the bus company directly. Here is their contact information <https://www.pluma.com.br/en/contato.php> and their email is [sac@pluma.com.br](mailto:sac@pluma.com.br)

Once again, apologies for this experience.  
Let me know if you need anything else,

Kind Regards,

## Busbud

The best way to book bus tickets, now on your mobile!

Download our [iPhone app](#) or [Android app](#) now!

How was your experience with Busbud support?



Your feedback is valuable and will only take 5 seconds.

Click or tap the rating which best represents your experience.



**Lucila (Busbud)**

Apr 22, 13:19 EDT

Hi Yoon,

I'm very sorry about this problem with your trip, thank you for letting us know about this.

We, Busbud, are an online aggregator for buses around the world (like Expedia for plane tickets and hotels). Therefore we are not the actual bus operators, and we don't have personnel at the stations but we do try to make it easier for you to search, compare and book tickets for any of your bus travels. We care deeply about the service that our partners provide on the trip and that's why we send surveys asking about their service.

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Once again, apologies for this experience.

Let me know if you need anything else,

Kind Regards,

Busbud

The best way to book bus tickets, now on your mobile!

Download our [iPhone app](#) or [Android app](#) now!

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**Yoon Sumin**



Apr 22, 00:28 EDT

Dear,

I request to compensate the amount of the money 1370.1133 USD due to the arrival delay of the Pluma bus from Foz do Iguacu to Saõ Paulo.

See the following attachments for the bus details :

Busbud confirmation(sumin yoon, 834227).pdf

Gmail – Your Busbud bus ticket booking details.pdf

Pluma bus ticket.jpg

Below is the explanation for the amount of the money

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I lost lots of money, time and my travel due to 3 hours and 30 minutes delay of the bus.

Helping you understand, I was supposed to travel below :

(See itinery 01 .jpg)

But the problem is that the Pluma bus to Saõ Paulo was delayed by 3hours and 30minutes then arrived in the terminal in Saõ Paulo on 12:45!(It should arrive on 09:15 If i was not misreading the reservation comfirmation paper) There was no unexpected delay like natural disaster except for checking hazardous materials by Polices and Military people (it took maximum 30 mins)

And i don't understand the bus company(Pluma) or the reservation company(Busbud) didn't apologize and compensate anything to me!

Because of the fucking companies, I lost my flight to La paz (LPB). As you know, check-in for the international flight (departing on 13:15) should be made 1 hours before the departure(12:15), when is already passed when i arrived in the bus terminal on 12:45. I tried to search any flight to La Paz arriving in today and there was no the flight but I only found a flight(LA751, LA638) arriving in La paz 09:45AM tomorrow, which cannot connect any flight from La Paz (LPB) to Uyuni 14th Apr because of not enough time (the latest flight(OB302) from La Paz to Uyuni, which is possible to attend the tour, was on 08:10 AM)

So i had to give up all journey in Bolivia, which means I cannot take the overnight buses between La Paz and Uyuni, and the tour.

I still try to not miss the flight from La Paz to Cuzco on 15th Apr but there is a flight from

GRU to LPB on 14th Apr with the cost around 350 USD, furthermore I have to pay 55 USD for Bolivia arrival visa even though i have to stay in the airport only because of not enough time. So i had to give up my flight from La paz to Cuzco also and book a new flight from GRU to Cuzco with the cost of 635.94 USD to continue my journey in Cuzco.

Finally I lost the money 1370.1133 USD (applying 1KRW=0.0009USD) as below :

(See itinery 02.jpg)

(Of course It is excluded any commission for money withdrawal and transaction, mental damage cost, etc.)

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See the attachment, itinery for Pluma bus.xlsx for the itinery and the following cost.

Please reply me further procedure for compensating or any other excuse by 24th Apr 2017.(If you need, i will provide the more document or evidence) Otherwise I will consider you don't want to reply me then i will distribute it to every travel site including your facebook page, tripadvisor, lonely planey, etc. as well as prepare official claim to your company.

(If this is not a related issue for Busbud or Pluma bus, please kindly transfer to the other company)

Sincerely,

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

[1VXEP3-VZ04]

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

6 attachments

Description	departure time	departure place	arrival time	arrival place
1 Bus Pluma	4/12/2017 16:00	Foz de Iguaçu (Rodoviária Internacional)	4/12/2017 9:15	da Barra Funchal (Terminal Rodoviário)
2 Flight CR817 CR817	4/12/2017 18:15	São Paulo (GRU)	4/13/2017 17:15	La Paz (LPB)
3 Bus Trans Omat	4/13/2017 20:00	La Paz	4/14/2017 7:00	Uyuni
4 Salt Desert Tour	4/14/2017 10:00	Uyuni	4/14/2017 19:00	Uyuni
5 Bus Panair	4/14/2017 20:30	Uyuni	4/15/2017 8:30	La Paz
6 Flight PR 800	4/15/2017 10:28	La Paz (LPB)	4/15/2017 23:28	Dakka (DJK)

itinery 01.jpg  
41K

Description	departure time	departure place	arrival time	arrival place	Cost	Carriage	Cost (USD)
1 Bus Pluma	4/12/2017 16:00	Foz de Iguaçu (Rodoviária Internacional)	4/12/2017 9:15	da Barra Funchal (Terminal Rodoviário de	7182	100	7382
2 Flight CR817 CR817	4/12/2017 18:15	São Paulo (GRU)	4/13/2017 17:15	La Paz (LPB)	12000	4000	16000
3 Bus Trans Omat	4/13/2017 20:00	La Paz	4/14/2017 7:00	Uyuni	15.3	100	115.3
4 Salt Desert Tour	4/14/2017 10:00	Uyuni	4/14/2017 19:00	Uyuni	30	100	130
5 Bus Panair	4/14/2017 20:30	Uyuni	4/15/2017 8:30	La Paz	23.00	100	123.00
6 Flight PR 800	4/15/2017 10:28	La Paz (LPB)	4/15/2017 23:28	Dakka (DJK)	10000	4000	14000
7 Flight PR 800, 14000	4/15/2017 10:28	La Paz (LPB)	4/15/2017 23:28	Dakka (DJK)	10000	4000	14000
8 Salt							6000

itinery 02.jpg  
37K



Pluma bus ticket.jpg  
55K

Busbud confirmation(sumin yoon, 834227).pdf  
60K

Gmail - Your Busbud bus ticket booking details.pdf  
121K

itinery for Pluma bus.xlsx  
11K