

# Sample Effective Complaint letter

Missing EU261 payment

## MY DETAILS

**Name:** Jane Doe

**Loyalty account:** AA 92ML321

**Reservation/PNR number:** LMRPW6

**Date problem began:** February 27, 2026

**Case number (if assigned):** CS61590

**Value of complaint:** €600

**Customer since:** May 1995

Hello there!

I'm writing about what I think is a simple problem to fix. I hope you can help me.

On February 27, 2026, AA 45 from CDG to JFK arrived 4 hours and 15 minutes late. For a flight of that length, EU261 requires the airline to pay €600 per passenger — if the delay resulted from an event that the airline could control. It has been two months, and I still haven't received a response to my request.

- On March 8, I applied for the €600 and received a confirmation and case number.
- I followed up with AA on April 8 and spoke to John Smith. He said my request was under review.

Could you take a look and see what is preventing my claim from being processed? I would like the €600 deposited electronically into my bank account, and I can provide transfer details upon request.

Thank you!

Sincerely,

Jane Doe

555-555-5555

JaneDoe@proton.com