

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 is now been two months, and I 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 holding up the claim? I would like the €600 to be deposited electronically into my bank account and can provide transfer details on request.

Thank you!

Sincerely,

Jane Doe

555-555-5555

JaneDoe@proton.com

