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## Our Reference: 4939247001

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KLM <Customer-care@klm.com>

15 maart 2011 09:55

Aan: basvrossum@gmail.com

Dear Mister Van Rossum,

Thank you for your e-mail of the 25 of February in which you inform KLM about the rude behaviour of our staff at Birmingham airport when wanting to make a date change on your ticket. Allow me to inform you as follows:

I am sorry to learn that you were dissatisfied with the quality of service you received at Birmingham airport. Naturally you expect our staff to provide the best possible service and it is inexcusable that you should have been confronted with anything else. We appreciate you taking the time to provide us with this valuable feedback and we will use it to further improve our service.

Further on I can understand your grievance that you had to pay extra to be able to change your flight date. While I understand your disappointment over this matter, the change fee in question is a valid fee for the change that you had requested. I am sorry for any disappointment that has caused.

As a very much service-orientated company, KLM tries to ensure that every aspect of a journey goes according to plan. I am sorry that you experienced otherwise, but I do hope that you will nevertheless choose our airline for your future journeys.

Best regards,

E. Hoffman  
Customer Care Officer  
KLM The Netherlands

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