

May 15, 2013

**VIA EMAIL**

The Secretary  
Canadian Transportation Agency  
Ottawa, Ontario, K1A 0N9

Attention: Ms. Sylvie Giroux, Analyst

Dear Madam Secretary:

**Re: The Nawrots v. Sunwing Airlines**  
**File No.: M 4120-3/13-01696 / Our reference: 0575-Nawrot**  
**Complaint concerning denied boarding and/or failure to provide transportation**  
**and/or delay on or around August 10, 2012**  
**Production of document (as per Decision No. LET-C-A-67-2013) received yesterday**

I am writing to advise the Agency about a material change with respect to the information we provided in response to Decision No. LET-C-A-67-2013. Indeed, on April 28, 2013, the undersigned advised the Agency that the Nawrots had no invoices or receipts with respect to their train ticket.

On May 14, 2013, the Nawrots received from Southern (the railway company) a copy of the credit card usage history of Mr. Nawrot (Annex "A"), showing the dates and times they purchased train tickets. Annex "A" was received on May 14, 2013 as an attachment to an email (Annex "B").

Annex "A" is relevant and significant evidence in the present complaint, because it confirms that the Nawrots' train ticket was purchased on August 10, 2012 at 11:56 pm for travel from London Victoria to Gatwick Airport, and it fully confirms the Nawrots' account of the events.

All of which is most respectfully submitted.

Louis Béliveau

Cc: Mr. Ray Nawrot  
Mr. Clay Hunter, counsel for Sunwing Airlines

**Annex "A" to the submissions  
of the Nawrots**

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UserID	NLC	Host Name	Mach NO.	Description	Amount	FirstItem	Num Issues	DateTime	Card Trans No	Trans Head No	Type	HolderName	Start Expiry	Auth Msg
1285	5426	VIC96	5162	10-AUG CDS LONDON VICTORIA to GATWICK AIRPORT	15.2		3	10/08/2012 23:56	87352	37686	Visa Credit	NAWROT/RAYMOND P	0 Nov 30 2014	AUTH CODE:036345
98	9132	GTWF98	5605	30-JUL SOR (ACD) GATWICK AIRPORT to LONDON BRIDGE	36		3	30/07/2012 12:31	23605	32177	Visa Credit	NAWROT/RAYMOND P	0 Nov 30 2014	AUTH CODE:008757

**Ray NAWROT**

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**From:** SR\_Escalations <Southern.Escalations@postroom.com>  
**Sent:** May-14-13 8:44 AM  
**To:** ray.nawrot@gmail.com  
**Subject:** Southern and Gatwick Express \* IMPORTANT-CANADA\*\*REQ Transaction Info\*  
**Attachments:** CC History Nawrot.pdf

Dear Ray

Attached is a copy of your card history with the dates and times you purchased your tickets. The manager you spoke to is on leave till next week, so thought I would pass this on sooner.

Hope this helps

Many Thanks

Terri Owen

***Escalations Team***  
***Southern***

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**Annex "B" to the submissions  
of the Nawrots**

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Delivered-To: ray.nawrot@gmail.com  
Received: by 10.52.119.201 with SMTP id kw9csp64230vdb;  
Tue, 14 May 2013 06:45:42 -0700 (PDT)  
X-Received: by 10.68.65.134 with SMTP id x6mr34063660pbs.219.1368539142089;  
Tue, 14 May 2013 06:45:42 -0700 (PDT)  
Return-Path: <Southern.Escalations@postroom.com>  
Received: from mail1.bemta5.messagelabs.com (mail1.bemta5.messagelabs.com.  
[195.245.231.149])  
by mx.google.com with ESMTP id zq4si4174906pbc.195.2013.05.14.06.45.39  
for <ray.nawrot@gmail.com>;  
Tue, 14 May 2013 06:45:42 -0700 (PDT)  
Received-SPF: neutral (google.com: 195.245.231.149 is neither permitted nor denied by best  
guess record for domain of Southern.Escalations@postroom.com) client-ip=195.245.231.149;  
Authentication-Results: mx.google.com;  
spf=neutral (google.com: 195.245.231.149 is neither permitted nor denied by best guess  
record for domain of Southern.Escalations@postroom.com)  
smtp.mail=Southern.Escalations@postroom.com  
Return-Path: <Southern.Escalations@postroom.com>  
Received: from [85.158.136.227:21058] by server-13.bemta-5.messagelabs.com id 25/18-  
08040-9FF32915; Tue, 14 May 2013 13:45:29 +0000  
X-Env-Sender: Southern.Escalations@postroom.com  
X-Msg-Ref: server-3.tower-162.messagelabs.com!1368539126!1415214!3  
X-Originating-IP: [62.173.119.73]  
X-StarScan-Received:  
X-StarScan-Version: 6.8.6.1; banners=-,-,-  
X-VirusChecked: Checked  
Received: (gmail 26324 invoked from network); 14 May 2013 13:45:28 -0000  
Received: from cc2mailgate1.contact24.co.uk (HELO mstgate01.contact24.co.uk)  
(62.173.119.73)  
by server-3.tower-162.messagelabs.com with SMTP; 14 May 2013 13:45:28 -0000  
Received: from mstexch03.Core.Internal (unallocated.star.net.uk) by  
mstgate01.contact24.co.uk  
(Clearswift SMTPRS 5.4.1) with ESMTP id  
<Tabafe997cd3ead7749648@mstgate01.contact24.co.uk> for <ray.nawrot@gmail.com>;  
Tue, 14 May 2013 14:45:29 +0100  
Content-class: urn:content-classes:message  
MIME-Version: 1.0  
Content-Type: multipart/mixed;  
boundary="----=\_NextPart\_001\_01CE50A1.0B19F780"  
X-MimeOLE: Produced By Microsoft Exchange V6.5  
Subject: Southern and Gatwick Express \* IMPORTANT-CANADA \*\*REQ Transaction Info\*  
Date: Tue, 14 May 2013 13:43:44 +0100  
Message-ID: <67727E210902E947910D92BAE7C7966B0568C4DC@mstexch03.Core.Internal>  
X-MS-Has-Attach: yes

**Annex “B” to the submissions  
of the Nawrots**

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X-MS-TNEF-Correlator:

Thread-Topic: Southern and Gatwick Express \* IMPORTANT-CANADA\*\*REQ Transaction Info\*

Thread-Index: Ac5GlvQ0TSt4AF8yQgWtHkVIXcfD4wABLs/0AAAT8GACfC5ToAAE+jvgAAACli0=

References: <6436DF78C313B24DA8D9C1B82C70E3030409B73D@mstexch02.Core.Internal>

From: "SR\_Escalations" <Southern.Escalations@postroom.com>

To: <ray.nawrot@gmail.com>

X-Antispam: clean, score=2

X-Antivirus: avast! (VPS 130514-0, 05/14/2013), Inbound message

X-Antivirus-Status: Clean