

From lmackenzie@westjet.com Fri Jul 4 14:00:10 2014
Date: Fri, 4 Jul 2014 11:59:39 +0000
From: Lorne Mackenzie <lmackenzie@westjet.com>
To: Cathy Murphy <Cathy.Murphy@otc-cta.gc.ca>, Gabor Lukacs <lukacs@airpassengerrights.ca>, secretaire-secretary <secretaire-secretary@otc-cta.gc.ca>
Cc: Sylvain Lefebvre <Sylvain.Lefebvre@otc-cta.gc.ca>, Jeff Landmann <jlandmann@westjet.com>
Subject: RE: Complaint concerning WestJet's policies and practices with respect to claims for delay, damage, and loss of baggage

[The following text is in the "iso-8859-1" character set.]
[Your display is set for the "ISO-8859-2" character set.]
[Some special characters may be displayed incorrectly.]

Good Morning Madam Secretary,

WestJet respectfully requests an extension of 2 weeks to end of day July 18, 2014 to collect industry information for the purpose of responding to Mr. Lukacs' complaint concerning WestJet's policies and practices with respect to claims for delay, damage, and loss of baggage.

Sincerely,

Lorne Mackenzie
Director Regulatory Affairs
WestJet
Tel: 403 444 6065

-----Original Message-----

From: Cathy Murphy [mailto:Cathy.Murphy@otc-cta.gc.ca]
Sent: Tuesday, June 03, 2014 8:27 AM
To: Gabor Lukacs; secretaire-secretary
Cc: Sylvain Lefebvre; Andrew Kay; Lorne Mackenzie
Subject: Re: Complaint concerning WestJet's policies and practices with respect to claims for delay, damage, and loss of baggage

I acknowledge receipt of your complaint.

Sincerely,

Cathy Murphy
819-997-0099 | télécopieur/facsimile 819-953-5253 | ATS/TTY
800-669-5575
cathy.murphy@cta-otc.gc.ca
Secrétaire de l'Office des Transports du Canada/ Secretary of the Canadian Transportation Agency 15, rue Eddy, Hull QC K1A 0N9/
15 Eddy St., Hull QC K1A 0N9
Gouvernement du Canada | Government of Canada

>>> Gabor Lukacs <lukacs@AirPassengerRights.ca> 03/06/2014 10:18 AM

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Dear Madam Secretary,

Enclosed please my complaint concerning WestJet's policies and practices with respect to claims for delay, damage, and loss of baggage.

Kindly please confirm its receipt.

Best wishes,
Dr. Gabor Lukacs