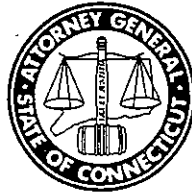


AUG - 9 2010

RICHARD BLUMENTHAL  
ATTORNEY GENERAL



MacKenzie Hall  
110 Sherman Street  
Hartford, CT 06105-2294

Office of The Attorney General  
State of Connecticut

March 25, 2010

[REDACTED]  
[REDACTED]  
Bloomfield, CT [REDACTED]

RE: Delta

Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the U.S. DOT, Consumer Protection Division, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency. If you have any questions concerning this matter, please contact the Consumer Protection Division at (202) 366-4000 regarding your complaint.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,

A handwritten signature in cursive script that reads "M. G. Alonzo".

M. G. Alonzo  
Assistant Attorney General

Enc.

cc: Consumer Protection Division  
U.S. DOT  
1200 New Jersey Avenue, SE  
Washington, DC 20590

MC  
08/10/10  
TRW

my copy

329259

August 17, 2009

Northwest Airlines  
Delta Airliens  
P.O. BOX 981535  
El-Paso, Texas 79998

To Whom This May Concern:

Reference : Overcharged for plane tickets; Unable to travel due to medical reason,  
Delta Airlines/Northwest Airlines Lost Luggage. Various Problems  
Commencing July 2009.

To Whom This May concern:

I filing a stolen bag and overcharge for airlines. A total sum is due to me. Please contact  
me in order to receive a break down of what is owe to me.

Sincerely,

[Redacted]

[Redacted]

Cc: Lawyer

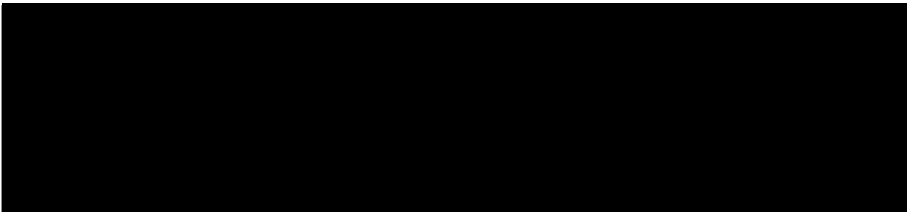
October 8, 2009

|  |
|--|
| State of Connecticut                   |
| Attorney General's Office - Legal Team |
| 165 Capital Avenue                     |
| Hartford, CT 06106                     |

Please find the attached information for your review, response and action as outlined below:

| (American)                                      | Delta Airlines                             | Northwest Airlines                     |
|---|--|--|
| • <u>copy of Letter dated 8/17/09 attached.</u> | • <u>Verbal conversation in April 2009</u> | • <u>Verbal conversation in 2/2009</u> |
|   |  |  |
|   |  |  |
|   |  |  |

FORM CHART 10/07/09



10/8/09



State of Connecticut

ATTORNEY GENERAL  
MACKENZIE HALL  
110 SHERMAN STREET  
HARTFORD, CONNECTICUT 06105-2294



Consumer Protection Division  
U.S. DOT  
1200 New Jersey Avenue, SE  
Washington, DC 20590

