



# COMMENT/COMPLAINT

Thank you for your questions and comments. As a valued customer, your input is most appreciated and we will make every effort to ensure a quick response.

## YOUR SUBMITTED INFORMATION

Mrs Elana Laham  
P.O.Box 9761  
Seattle WA 98109  
US  
mlandel2012@aol.com

\* DATE OF TRAVEL  
03/16/2015

FLIGHT NUMBER  
DL0046

\*ORIGIN TLV \*DESTINATION JFK CLASS OF TRAVEL main\_cabin

CONFIRMATION NUMBER  
GDPCOJ

\*HOW CAN WE HELP?  
THE ONE AND ONLY ISRAELI STEWARDESS ON OUR FLIGHT DELIBERATELY POURED WATER ALL OVER MY LAP AND LEGS. HOW DO I KNOW SHE DID IT ON PURPOSE? AFTER SHE DID IT SHE TOLD ME SHE KNEW SHE IS SUPPOSED TO POUR WATER INTO A CUP OVER THE CART. THEN SHE BLAMED IT ON MY HUSBAND SAYING IT WAS HIS FAULT FOR HOLDING HIS CUP UP ABOVE HIS TRAY. INSTEAD SHE POURED THE WATER INTO MY SPOUSE'S CUP AND THEN STEPPED BACK ONE STEP AND CONTINUED POURING THE WATER INTO MY LAP. ALSO SHE DID NOT LOOK SURPRISED OR SHOCKED AFTER SHE DID IT. AND SHE NEVER SAID SHE WAS SORRY AFTER SHE DID IT. I SPENT THOUSANDS OF DOLLARS FOR THIS AIRFARE BUT FOR THREE HOURS OF MY FLIGHT I WAS VERY UNCOMFORTABLE BECAUSE MY LAP AND MY LEGS WERE SOAKING WET. SINCE THIS HAPPENED I DEMAND SOME SORT OF MONETARY COMPENSATION AND IF YOU REFUSE TO GIVE ME ANY I AM GOING TO POST YOU ON MY ANTI-BULLYING WEBSITE FOR THE ENTIRE ENGLISH SPEAKING INTERNET WORLD TO KNOW HOW DELTA MISTREATS ITS CUSTOMERS. I LOOK FORWARD TO YOUR REPLY TO THIS ABOVE MATTER.



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