

**From:** Contact Delta <ContactUs.Delta@delta.com>

**To:** mlandel2012 <mlandel2012@aol.com>

**Subject:** Auto-Reply from Delta Air Lines Customer Care (KMM44866933V25697L0KM)

**Date:** Tue, Mar 31, 2015 9:15 pm

**Attachments:** Tribrand Logo\_Kana.jpg (30K), Delta\_c\_r\_st.png (3K)

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RE: Case Number 15576854

This is an automatically generated message to acknowledge the receipt of your email. **Please do not reply to this message.**

Thanks for writing. We will do our best to respond to you within the next couple days. If your email requires further investigation, we promise you a reply within 30 days. Thanks for your patience.

If you need assistance with a current reservation, please contact Reservations directly at 1-800-221-1212 or visit [delta.com](http://delta.com) for our [international reservation offices](#). They will be happy to assist you.

Regards,

Customer Care

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Case Number: 15576854

Received: 3/31/15

Subject: CC-Past Travel Compliment or Complaint-Complaint-Inflight

### Delta Air Lines Customer Care Form

**Title:** Mrs

**First Name:** Elana

**Middle Name:**

**Last Name:** Laham

**Suffix:**

**Reply-To Email Address:** [mlandel2012@aol.com](mailto:mlandel2012@aol.com)

**Airline Program:**

**Frequent Flyer Number:**

**Address:** P.O.Box 9761

**Address Line 2:**

**City:** Seattle

**State/Province:** WA

**Postal Code/Zip:** 98109

**Country:** US

**Telephone Country Code:** 1

**Phone Number:** 206-484-3109

**Flight Date:** 03/16/2015

**Flight Number:** DL0046

**Origin City:** TLV

**Destination City:** JFK

**Confirmation Number:** GDPCOJ

**Ticket Number:**

**Class of Travel:** main\_cabin

**Response Required:** yes

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**Message:** 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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**Submitted:** Tue Mar 31 2015 10:59:29 GMT-0700 (PDT)

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