

**From:** Michael Laham <mlandel2012@aol.com>

**To:** ContactUs.Delta <ContactUs.Delta@delta.com>

**Subject:** Re: Delta Airlines Customer Service (KMM45459046V77454L0KM)

**Date:** Fri, Apr 17, 2015 3:49 pm

**Attachments:** A iTunes Gift Cards.pdf (487K), B iTunes Gift Cards.pdf (405K)

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To Marsha

I went online and discovered that iTunes Gift Cards can be purchased internationally. See attachments to this e-mail chain regarding International purchase of iTune Gift Cards.

I cannot use the \$75.00 electronic transportation credit voucher for Delta Airlines because we will not be traveling any more.

However, as I stated to your corporate representatives, I can use an iTunes Gift Card since I do have an Apple Computer on which no stewardess has ever spilled water.

Therefore, I very much will appreciate it if you will either issue me, a patron who lives abroad, an iTunes Gift Card or issue me a Cashier's Check for its equivalent dollar value. Otherwise you are not really sorry and I will have to post Delta on my website as the Airlines that allows its stewardesses to commit physical assault on its passengers as well as file a credit dispute for the monetary compensation you promised me but refused to deliver.

Elana Laham  
[mlandel2012@aol.com](mailto:mlandel2012@aol.com)

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

From: Contact Delta <[ContactUs.Delta@delta.com](mailto:ContactUs.Delta@delta.com)>

To: mlandel2012 <[mlandel2012@aol.com](mailto:mlandel2012@aol.com)>

Sent: Thu, Apr 16, 2015 8:00 pm

Subject: Re: Delta Airlines Customer Service (KMM45459046V77454L0KM)

Hello Elana,

RE: Case Number 15716665

I'm really sorry you needed to write again. I understand you're having problems with the Delta Choice gift we provided as noted when you spoke with one of our supervisors when you called our office. As such, in lieu of the Delta Choice gift, I'm issuing an Electronic Transportation Credit Voucher for \$75.00. You'll receive the voucher number and associated Terms and Conditions in a separate email within 24 hours. (Check your spam folder if you don't see it in your inbox.) Please keep this email because you'll need the number to redeem the voucher. Plus, if you redeem your voucher by making your reservation online at delta.com, you'll avoid paying the Direct Ticketing fee.

We hope you will use the voucher and give us the opportunity to serve you again on a future trip so we can restore your confidence.

Regards,

Marsha

Original Message Follows: -----

To Whom It May Concern:

I am going to post on my website which is on the top of the first page of Yahoo, Google, and Bing how Delta Airlines permitted a stewardess to deliberately pour water all over my lap and then promised me

compensation for the event but after that refused to compensate me. Never mind that I spent over a thousand dollars for my flight.

In addition, Delta's corporate customer care supervisors hung up on me three times while I was trying to resolve the issue in an amicable, and reasonable manner.

I will send my website post to you as an attachment after it is written up and published on the Internet so you can see what the public is reading about Delta Airlines.

Enclosed are the attachments relating to my complaint and promise of a gift as compensation for being physically assaulted by one of your stewardesses.

Most Sincerely Yours,

Elana Laham and Michael Laham  
X-Patrons of Delta Airlines