

**From:** British Airways Customer Services <BA.CustSvcs@contact.britishairways.com>

**To:** "██████████" <██████████>

**Subject:** IMPORTANT BAGGAGE INFORMATION

**Date:** Thu, 18 Dec 2014 13:17:48 +0000

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THIS IS AN AUTOMATED EMAIL - PLEASE DO NOT REPLY AS WE WILL BE UNABLE TO RESPOND.

Dear ,

Baggage Report Ref Number: ARNBA64882

We are extremely sorry to inform you that 1 bag/s did not reach your flight in time today and will not be available to collect upon your arrival. We are making arrangements to forward your baggage on to:

Flight: BA780

Arrival Airport: ARN

Arrival Date: 18/12/2014

Scheduled Arrival Time: 17:25

We will ensure you are kept informed of any changes to this.

We will arrange to deliver your baggage to you as soon as it arrives.

It is important that you confirm your contact details and preferred delivery address either at the Arrivals Baggage Services Desk at the airport or alternatively online at [www.ba.com/baggage](http://www.ba.com/baggage) quoting the above reference number.

We will take all measures possible to ensure your baggage is returned to you promptly.

We sincerely apologise for the inconvenience we have caused you. As a valued British Airways customer, we would like to convey how committed we are to bringing you an exceptional travel experience. We will do everything we can to avoid this happening again.

We hope to continue our valued relationship and look forward to serving you on a British Airways flight in the future.

Yours Sincerely  
British Airways Customer Service

\*\*\*\*\* NOTICES AND LEGAL INFORMATION \*\*\*\*\*

IF YOU HAVE RECEIVED THIS EMAIL IN ERROR

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