

Manager Passenger Claims
Private Bag X13
OR Tambo International Airport
1627

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09 July 2009

Mr. M Marshall
P O Box 55019
NORTHLANDS
2116

**BAGGAGE CLAIM-ELSSA16366;SA471/28JUN; JNB/ELS
WITHOUT PREJUDICE OR ACCEPTANCE OF LIABILITY**

Dear Mr. Marshall,

Thank you for informing us about your lost items on the above-mentioned flight. At the outset I want to assure you that we will never inconvenience our passengers intentionally and like to apologize most sincerely that you were subjected to all the stress and frustration as result of this incident

South African Airways, like other airlines, consistent with industry standards, clearly states in its General Conditions of Carriage for Passengers and Baggage that it does not accept liability for the loss of, or damage to cameras and electronics. We, therefore have to respectfully decline this part of your claim.

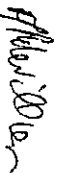
It is also stated in the same above-mentioned conditions, and in line with IATA practice 1751 "Interline Baggage Claim", that, where liability attaches to South Africa Airways, compensation for loss of, or damage to certain items (except those mentioned above) is calculated at a rate of US\$20.00 per kilogram.

In circumstances where the weight of the baggage is not known then calculation of the weight is made in accordance with IATA Baggage Claim Practice 1751 which stipulates the estimated weight for each item of clothing and miscellaneous items etc. Since the exact weight of your missing/damaged items is not known, we have therefore calculated the weight according to this practice and the total calculation came to 1kg. Therefore an amount of ZAR162.47 will be deposited into your account in final settlement of your claim.

Although this amount does not cover the full stated value of your claim, should the balance of your loss be covered by your personal insurance, we will be happy to co-operate with your insurers, should additional information be required.

While we realise our response is not what you may have expected, we ask that you look upon this incident as an exception to an otherwise positive relationship. Given the opportunity, we look forward to demonstrating our ability to fully meet your expectations on your future flights with us.

Yours sincerely,



**AR de Villiers
Passenger Claims**

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South African Airways (Proprietary) Limited

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