Flat 303 Lucky Mansions
856 Cheung Sha Wan Road
Cheung Sha Wan
Kowloon

8th March 2013

The Customer Service Officer
Air Blue International
33 Kadoorie Avenue
Kowloon

Dear Sir/Madam:

I’m writing to you to complain about an unpleasant experience I had during a flight of your company. Last Saturday, I took the F1234 flight at 1:40 p.m. from Shanghai to Fujian and had my suitcase checked, but I didn’t find it at the airport and haven’t received it yet. The staff at the airport just told me to wait, and you haven’t given me a response for that. Thus I have to write to ask you to solve this problem.

My suitcase is black with a silver line in the front surface. Its size is 40 x 30 x 20. And it contains my DELL laptop, seven DVDs of *Mythbusters*, a shirt with blue stripe, a 16GB U-disk and about 20 pages of documents. The check number is 365531203.

If you can find my suitcase and send it to me as soon as possible, there won’t be any problem. And if my suitcase is lost, please contact me to discuss the compensation part. I hope you can reply to me before 25th March or I have to turn to consumers’ association for help.

I’m looking forward to hearing from you.

Yours faithfully,

Ye Peng

 8 March 2013

Dear Hayame,

Hey! What have you been doing these days? I haven’t heard from you for weeks. If you are too busy to write, just text me.

Actually I am rather unlucky these days. I broke my favorite cup yesterday and it hurt my toes. I ate an apple which is rotten inside the day before yesterday and spent 3 hours in toilet. And the worst is that I lost my suitcase last week. And the staff at the airport only told me to wait. I wait a whole week for nothing, not even a call, can you believe that? I have written a letter to complain, but I don’t think they will take it seriously. I am preparing to ask the customers’ association for help. And I won’t take the flight of that company again.

Oh, by the way, do you have the latest copy of *Newtype*? Send me one if you have it and have read it. Thanks.

Yours,

Ye Peng