June 23, 2016

Dear Mr. Lindo,

Your correspondence dated June 16, 2016 and captioned ‘**Passenger Raphael A.P Lindo Flt OJ 263 June 12th 2016**’ is duly acknowledged.

Management is deeply concerned about your experience and will immediately launch a thorough investigation into this matter to determine what transpired and take appropriate action as deem necessary.

To facilitate our investigation, I would be grateful if you could provide details of what you were wearing on the day stated in your letter.

I take this opportunity to reiterate CJIAC’s commitment to ensuring that the travelling public is provided with a high level of service and a great experience.

Yours faithfully

……………………………………………..

Aneka Edwards

Head, CEO Secretariat (Ag)