

Lost Luggage Assistance Failure - Frustrated but Reasonable

Subject: Complaint About Inadequate Support During Luggage Crisis

Dear [Agency Name],

I am writing regarding the poor level of assistance I received from your agency when my luggage was lost during my recent holiday.

My bags were lost by the airline on [date] during my journey to [destination]. Despite your promotional materials emphasizing "24/7 customer support" and "comprehensive travel assistance," I found your service severely lacking during this crisis.

I contacted your emergency helpline multiple times over three days but received only generic advice to "contact the airline directly." When I explained I needed help navigating the language barrier and local procedures, I was simply given the airline's phone number—information I already had.

As a result, I spent the first three days of my week-long holiday wearing the same clothes, visiting offices across the city, and purchasing emergency supplies ([amount]). The stress and wasted time significantly impacted my holiday experience.

I had chosen your full-service package specifically because it promised comprehensive support during travel issues. The reality fell far short of these promises.

While I understand the luggage loss was the airline's fault, your failure to provide meaningful assistance was disappointing. I request partial compensation ([amount]) for the emergency purchases and acknowledgment that your support services need improvement.

I would appreciate your perspective on this matter and hope for a fair resolution.

Best regards,

[Your Name]

[Contact Information]

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