

From: [Nguyen, Vinh \(OST\)](#)
To: ["Warren, Marc L."](#); [Conneely, James \(james.conneely@united.com\)](mailto:james.conneely@united.com); [Immel, Jeffrey J.](#); [Graber, Kimberly \(OST\)](#)
Subject: Reiners v. United Airlines, Docket DOT-OST-2020-0064
Date: Friday, July 10, 2020 1:36:00 PM

Mr. Warren and Mr. Conneely,

Our office requests evidentiary support for certain statements in your answer to the complaint in the above-captioned case.

In paragraph 13 on page 9 of United's answer, United asserts that "as a result of its recent change in guidance United has provide the Complainant a refund." We request that United provide corroborating evidence/documentation to show that United has provided the complainant a refund.

We request your response by July 16, 2020. We will place a copy of this request in the docket. Please provide a public version of your response on the docket as well. You may provide a confidential version of the response directly to my attention.

Best regards,
Vinh Q. Nguyen
Senior Attorney
Office of Aviation Consumer Protection
Office of the General Counsel
U.S. Department of Transportation