

CZ Rozen <***@gmail.com>

Virgin Atlantic Airways e-Ticket ******

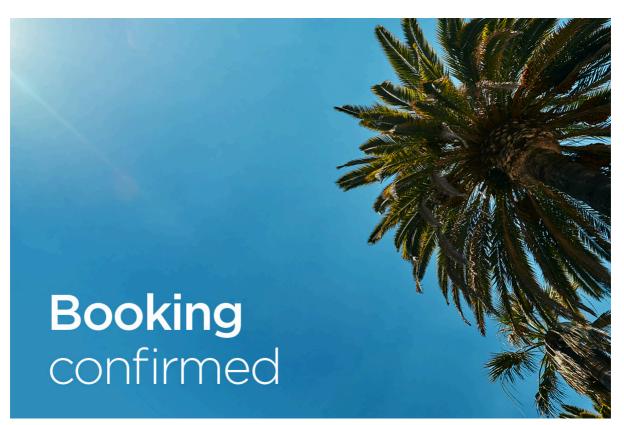
1 message

Virgin Atlantic <virginatlantic@service.virginatlantic.com> Reply-To: Virgin Atlantic <noreply@fly.virgin.com> To: ***@gmail.com

Sat, Oct 26, 2024 at 11:02 PM

Can't see this email? View online





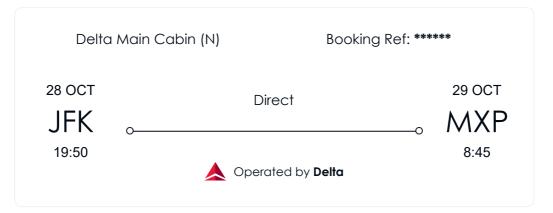
Hello Amir ***

Thanks for booking with Virgin Atlantic. You'll find everything you need below.

Your booking confirmation

Proof Flight **1** of **1**

Flight no. DL184



For terminal information, please refer to the **Delta** website.

29 Passengers

Passengers	Flight	Seat
Amir *** Rozen (Adult) eTicket: ************************************	JFK - MXP	51G
Zvi *** Rozen (Young Adult) eTicket: **********	JFK - MXP	49J
Nehama *** Rozen (Adult) eTicket: ************************************	JFK - MXP	51H

We look forward to welcoming you onboard.

View and manage your booking now. Add seats, request special assistance and choose meals.

Manage my booking



Have you **linked** your Flying Club account to your booking yet? Do it before you fly to ensure you earn all the Virgin Points and tier points you're eligible for.

Forgotten your number? Click here for help. Not already a member?

Join today

Important information

£ Fare breakdown

ZVI *** ROZEN (Young Adult)	
Base fare	USD 0.00
United States - Passenger Civil Aviation Security Service Fee (AY)	USD 5.60
Total Amount	USD 5.60

NEHAMA *** ROZEN (Adult)	
Base fare	USD 0.00
United States - Passenger Civil Aviation Security Service Fee (AY)	USD 5.60
Total Amount	USD 5.60

AMIR *** ROZEN (Adult)	
Base fare	USD 0.00
United States - Passenger Civil Aviation Security Service Fee (AY)	USD 5.60
Total Amount	USD 5.60

Payment breakdown

Total Amount	USD 16.80
Total Virgin Points paid:	90000 points
VI	*********

Where necessary, the outstanding balance has been covered by your voucher/gift card/bank transfer.

Further e-ticket boilerplate has been removed



CZ Rozen <***@gmail.com>

Booking ******

10 messages

<***@gmail.com>

To: loyalty.fraud.queries@fly.virgin.com

Mon, Oct 28, 2024 at 6:47 PM

Please contact me regarding this. booking.

Ty

Loyalty.fraud.queries <Loyalty.fraud.queries@fly.virgin.com> To:<***@gmail.com>

Tue, Oct 29, 2024 at 10:53 AM

Good morning,

Thank you for your email regarding your Flying Club account.

Your account has been suspended following recent investigations by our fraud protection team.

We believe that your account has been used for fraudulent activity and has therefore breached our Flying Club Terms and Conditions which state:

- 9. Ownership of Virgin Points and Fraud
- 9.1. Virgin Points, issued at any time, are owned by VR and all rights in Virgin Points remain with VR and do not pass to FC Members. Virgin Points and/or Rewards are void if sold, auctioned, bartered, purchased by any other method than through 'Buy Virgin Points' (including 'Gift Virgin Points' and 'Transfer Virgin Points') and 'Points Booster' options, defaced or altered. Such activity is prohibited and may result in denial of travel and/or redemption of the Reward and may also result in the cancellation of all accrued Virgin Points, Rewards, your FC Programme membership, and your membership of Virgin Red. Neither VAA nor VR is liable for your actions or failure by you to abide by these Flying Club Terms which causes fraudulent or unauthorised redemptions on your account.
- 9.2. VAA and/or VR may refuse to issue Virgin Points or process Rewards if VAA and/or VR reasonably believes there has been fraud, breach, or failure to fulfil any of these Flying Club Terms, or other current restrictions or requirements which have been made available to you. Any breach of these Flying Club Terms or other requirements contained on the VAA website may result in denial of travel and/or redemption of Rewards and cancellation of all Virgin Points, Rewards, and termination of your FC Programme membership. VAA and VR will act reasonably in exercising its rights under this paragraph.

You may view the full Flying Club Terms and Conditions here.

In light of the above, we will be unable to reinstate your Flying Club account, but the taxes for the flight will automatically be refunded.

Regards

Loyalty Fraud Team

Virgin Atlantic

<***@gmail.com>

Tue, Oct 29, 2024 at 10:58 AM

To: "Loyalty.fraud.queries" <Loyalty.fraud.queries@fly.virgin.com>

how my account has been used for fraudulent activity?? I didn't do anything unusual or illegal with my account!

Loyalty.fraud.queries <Loyalty.fraud.queries@fly.virgin.com>

Tue, Oct 29, 2024 at 11:03 AM

To: <***@gmail.com>

Good morning,

Unfortunately, owing to the enhance review conducted with our fraud systems we will not be reinstating your account, nor could we reply on any further correspondence on this case.

Kind Regards,

Loyalty Fraud Team

Virgin Atlantic



<***@gmail.com>

Tue, Oct 29, 2024 at 11:53 AM

To: "Loyalty.fraud.queries" <Loyalty.fraud.queries@fly.virgin.com>

hey

If you will check my account, you can clearly see that there is no fraud or anything like that.

The only things I've ever done on my account since I opened it are transfer points from my Chase account and book 3 tickets for my family members.

Nothing illegal, or anything that goes against Virgin Atlantic's rules!

I would appreciate your serious answer
If you need any information or document please let me know
Thank you
Chaim Rozen



Gmail - Congrats! Point transfer complete!.pdf 282K

<***@gmail.com>

Sun, Nov 3, 2024 at 1:33 AM

To: "Loyalty.fraud.queries" <Loyalty.fraud.queries@fly.virgin.com>

Hey

I am waiting for your response.

Have you seen the document I attached?

Do you need anything else?

Loyalty.fraud.queries <Loyalty.fraud.queries@fly.virgin.com>

To: <***@gmail.com>

Sun, Nov 3, 2024 at 11:24 AM

Good morning, Chaim,

Unfortunately, owing to the enhance review conducted with our fraud systems we will not be reinstating your account, nor could we reply on any further correspondence on this case.

Kind Regards,

Loyalty Fraud Team

Virgin Atlantic



<***@gmail.com>

Sun, Nov 3, 2024 at 12:05 PM

To: "Loyalty.fraud.queries" <Loyalty.fraud.queries@fly.virgin.com>

Can someone take a look on my case?? And not a bot?!

<***@gmail.com>

Sun, Nov 10, 2024 at 12:36 PM

To: "Loyalty.fraud.queries" <Loyalty.fraud.queries@fly.virgin.com>

Dear Loyalty Fraud Team,

I hope this message finds you well. I am writing once again regarding the suspension of my Virgin Flying Club account and the ongoing issue surrounding my points. As outlined in previous communications, I have not engaged in any fraudulent activity, and I am deeply concerned about the lack of transparency and responsiveness in addressing my case.

Despite repeated attempts to resolve this issue and my clear expression of concerns, the responses I have received thus far have been generic and unhelpful. The failure to provide any specific details regarding the suspension or offer a clear course of action has left me with no choice but to escalate the matter further.

I respectfully request that you immediately conduct a full review of my account and the related circumstances. I would appreciate it if you would clearly outline the specific reasons for the suspension and provide a definitive response as to what steps will be taken to rectify the situation. The lack of communication and failure to address my concerns is unacceptable, particularly for a long-standing and loyal customer like myself.

If I do not receive a detailed and meaningful response within 7 days, I will be forced to take further action, which may include filing complaints with the appropriate regulatory bodies such as the U.S. Department of Transportation (DOT) and the UK Civil Aviation Authority (CAA).

Please treat this matter with the urgency it deserves. I look forward to your prompt reply and the resolution of this ongoing issue.

Sincerely, Chaim Rozen

Flying Club Member: ********

Email: ***@gmail.com Phone: +1-***-***

Loyalty.fraud.queries <Loyalty.fraud.queries@fly.virgin.com> To: <***@gmail.com>

Sun, Nov 10, 2024 at 12:47 PM

Good afternoon, Chaim,

Unfortunately, we are unable to verify the account details and therefore we will be unable to reinstate the Flying Club account. I understand that you wish to take matters further and instruct your legal team. In the interests of both parties, we await to hear from your legal representative and will look to refer the matter to arbitration which may include but not limited to better business bureaux and Alternative Dispute Resolution (ADR).

Kind Regards,

Loyalty Fraud Team

Virgin Atlantic



CZ Rozen <***@gmail.com>

Flying club number ******* /Booking ******

4 messages

<***@gmail.com>

To: Executive.office@fly.virgin.com

Sun, Nov 3, 2024 at 9:26 PM

Chaim Zeev Rozen

Brooklyn, NY *****

***@gmail.com
+1-***-***

November 3, 2024

Virgin Atlantic Airways

Executive Office

Dear Virgin Atlantic Executive Team,

I hope this message finds you well. I am writing to express my concerns regarding a troubling experience I have had with Virgin Atlantic and to seek your assistance in resolving this matter.

On October 26, 2024, I transferred points from my Chase account to purchase tickets for my parents and my young brother. A day or two before their flight, I discovered that the tickets had been canceled without any prior notification or explanation. Upon contacting customer service, I was advised to reach out to the fraud department, but all I have received since then are automated responses.

While I appreciate that my payment has been refunded, my Virgin Flying Club account has been suspended, and my points have not been reinstated. The automated communications from your Loyalty Fraud Team suggest that my account was flagged for fraudulent activity. I want to emphasize that I have not engaged in any fraudulent behavior and believe this situation may be a misunderstanding.

I value my relationship with Virgin Atlantic and am hopeful for a resolution. I would greatly appreciate your assistance in reinstating my account and returning my points, as the lack of communication and support has been frustrating.

For your reference, I have attached copies of the email correspondence I received regarding this issue:

1. Email from Loyalty Fraud Team:

Your account has been suspended following recent investigations by our fraud protection team...

2. Follow-up Email:

Unfortunately, owing to the enhanced review conducted with our fraud systems we will not be reinstating your account...

3. Final Email:

Unfortunately, owing to the enhanced review conducted with our fraud systems we will not be reinstating your account...

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

Chaim Rozen

Customer Care <customer.care@fly.virgin.com>

To: Executive Office <Executive.office@fly.virgin.com>, "***@gmail.com" <***@gmail.com>

Wed, Nov 6, 2024 at 5:07 PM

Hello Amir

Thank you for reaching out to us,

I appreciate you sharing your concerns regarding your Virgin Flying Club account. I understand how frustrating and disappointing this experience must have been, especially given your long-standing relationship with Virgin Atlantic.

The decision made by our Loyalty Fraud Team is final, and we will not be able to take further action on this matter.

I understand this is not the outcome you were hoping for, and I am genuinely sorry for any inconvenience this situation has caused. Thank you for your understanding

TaJean

Customer Care Virgin Atlantic www.virginatlantic.com



If you wish to respond please just click "reply" to this email to ensure your individual **Case VSCR-00******** is updated and we will get back to you as soon as we can.

<***@gmail.com>

To: Customer Care <customer.care@fly.virgin.com>

Wed, Nov 6, 2024 at 5:51 PM

Re: Flying Club Account Suspension - Case VSCR-00******

November 6, 2024

Virgin Atlantic Airways Customer Care

Dear TaJean,

Thank you for your response. I appreciate your acknowledgment of the concerns I raised, but I must express my continued disappointment with the outcome. The responses I have received thus far do not appear to directly address the specifics of my case and seem to be automated, offering no clarity on the suspension of my Virgin Flying Club account or the refusal to reinstate my points. This lack of personalized attention and transparency only adds to the frustration of an already concerning situation.

Additionally, at no point during this process have I been asked to provide any documentation that could help clarify the matter. Given the gravity of the situation, I would have expected Virgin Atlantic to proactively request the necessary information to conduct a thorough investigation. The failure to do so leaves me with the impression that my case has not been given the proper consideration it deserves.

While I understand that the decision of the Loyalty Fraud Team is final, I must reiterate that I have not engaged in any fraudulent activity. This situation appears to be a misunderstanding, and as a long-time and loyal Virgin Atlantic customer, it is deeply disheartening to see my account suspended without clear communication or a fair investigation into my circumstances.

If I do not receive a meaningful and detailed response within the next 7 days, I will have no choice but to escalate this issue by filing a formal complaint with the U.S. Department of Transportation (DOT) and other relevant regulatory bodies. I am hopeful that we can resolve this matter amicably and swiftly, without the need for such measures.

I respectfully request that you review my case in full and provide a clear explanation of the reasons for the suspension, as well as the next steps for restoring my Flying Club account and points. I value my relationship with Virgin Atlantic and am eager to move forward.

Thank you for your time and consideration. I look forward to your prompt response.

Sincerely, Chaim Rozen ***@gmail.com +1-***-***

Customer Care <customer.care@fly.virgin.com>

Sun, Nov 10, 2024 at 12:30 PM

To: Chaim Rozen <***@gmail.com>, Customer Care <customer.care@fly.virgin.com>

Hello Amir

Thank you for reaching out to us.

I understand your concerns; however, we are not at liberty to discuss the details of your account status. The decision, as well as any investigations, would be solely handled by our Loyalty Fraud Team, and we are unable to take any further action on this matter.

Thank you for your understanding.

Kind regards,

TaJean

Virgin Atlantic www.virginatlantic.com



If you wish to respond please just click "reply" to this email to ensure your individual **Case VSCR-00******** is updated and we will get back to you as soon as we can.

Chaim Zeev Rozen

Brooklyn, NY *****

***@gmail.com
+1-***-***

November 10, 2024

U.S. Department of Transportation

Office of Aviation Consumer Protection 1200 New Jersey Avenue, SE Washington, D.C. 20590

Subject: Formal Complaint Regarding Virgin Atlantic Flying Club Account Suspension and Lack of Transparency

Dear Office of Aviation Consumer Protection,

I am writing to file a formal complaint against Virgin Atlantic Airways regarding the unjust suspension of my Flying Club account (Membership No: ************), the lack of transparency surrounding this suspension, and the refusal to reinstate my points. Despite numerous attempts to resolve the issue through Virgin Atlantic's customer service and fraud departments, I have only received vague and unhelpful responses, leaving me without a clear resolution.

1. Lack of Transparency and Communication

Virgin Atlantic's Loyalty Fraud Team informed me that my account was flagged for "fraudulent activity," but provided no specifics or evidence to substantiate this claim. I have consistently maintained that I have not engaged in any fraudulent behavior and believe this situation to be a misunderstanding. My activities with the account have been limited to transferring points from my Chase account and booking tickets for my family members—actions that I believe are consistent with Virgin Atlantic's terms and conditions.

2. Ticket Cancellations and Impact (October 28, 2024)

On October 28, 2024, just hours before a scheduled flight, I discovered that the tickets I had booked for my parents and little brother were cancelled without prior notice. The tickets, paid for with points transferred from my Chase account, were booked in good faith. Virgin Atlantic's failure to notify me in advance caused significant distress and disruption to my family's travel plans. Although I was able to rebook alternative tickets with another airline, the last-minute cancellation forced me to incur additional expenses and added considerable stress to an already difficult situation.

Furthermore, the points used for the original booking were never reinstated, compounding the financial loss. This disruption, coupled with the emotional toll of scrambling to adjust travel plans, has left me significantly impacted both financially and personally.

3. Failure to Resolve the Issue

When I escalated the issue to Virgin Atlantic's Customer Care department, I was informed that the decision by the Loyalty Fraud Team was "final" and that no further action would be taken. I was also told that they could not discuss the details of my account, effectively closing off any meaningful avenue for resolution. To further complicate matters, Virgin Atlantic sent correspondence to my father, Mr. Amir Rozen, instead of me—the actual account holder. This lack of consistency in communication is indicative of Virgin Atlantic's disregard for proper customer service practices.

4. Relevant Consumer Protection Laws

Virgin Atlantic's actions may be in violation of several consumer protection regulations. According to 14 CFR Part 250 of U.S. Department of Transportation regulations, airlines must handle ticket cancellations and refunds transparently, providing appropriate notice and compensation where necessary. In my case, I was not notified of the cancellation until it was too late, thus violating the principles of fairness and transparency.

Additionally, Virgin Atlantic's failure to properly handle my complaint may also contravene the Consumer Rights Act 2015 in the UK, which requires businesses to treat customers fairly and with transparency, ensuring they are not unfairly treated.

5. Request for Resolution

I respectfully request the Department of Transportation's intervention to ensure Virgin Atlantic complies with relevant consumer protection laws and provides a fair and transparent process for resolving disputes. Specifically, I ask for the following:

- 1. A full explanation for the suspension of my Flying Club account, including any evidence of fraudulent activity.
- 2. A thorough review of Virgin Atlantic's handling of my case, including the lack of supporting documentation requested from me.
- 3. Restoration of my Flying Club account and points if no legitimate fraudulent activity is found.
- 4. Financial compensation for the inconvenience, emotional distress, and financial loss incurred as a result of the cancellation of my family's tickets and the ongoing suspension of my account.

I am prepared to provide any additional documentation that may assist in resolving this matter. I have attached the relevant correspondence with Virgin Atlantic for your reference.

Thank you for your time and consideration. I look forward to your response and a prompt resolution to this issue.

Sincerely, Chaim Rozen

Flying Club Member: ********

Email: ***@gmail.com Phone: +1-***-***

Attachments:

- 1. Correspondence with Virgin Atlantic Loyalty Fraud Team (October 28, 2024)
- 2. Correspondence with Virgin Atlantic Customer Care Team (November 3, 2024)



CZ Rozen <***@gmail.com>

Response from Customer Care – Reference VSCR-00****** / Email:0011****** 4 messages

Customer Care <customer.care@fly.virgin.com>
To: "***@gmail.com" <***@gmail.com>

Mon, Jan 13, 2025 at 4:10 PM

Hello Chaim

I am contacting you today regarding the complaint that you recently submitted to the US Department of Transportation (US DOT).

I'm sorry to hear that your booking was cancelled, and Flying Club account suspended. I can appreciate how frustrating and upsetting this would be.

I have reviewed your case, and your Flying Club account, and can only continue to suggest that you discuss this matter, via email, with our loyalty fraud team. You can contact them again on loyalty.fraud.queries@fly.virgin.com and they will be able to advise you further whether there is anything that can be done to enable your account to be reinstated.

If they do continue to advise that your account can't be reinstated, I'm afraid that we are unable to overrule this decision or provide any further details.

As you sent this complaint to the US DOT, I have forwarded a copy of my response to them for their records.

I'm sorry I can't be of any further assistance with this matter.

Kind regards

Emma Thomas

Customer Care
Virgin Atlantic
www.virginatlantic.com



If you wish to respond please just click "reply" to this email to ensure your individual **Case VSCR-00******** is updated and we will get back to you as soon as we can.

<***@gmail.com>

To: Customer Care <customer.care@fly.virgin.com>

Mon, Jan 27, 2025 at 8:54 AM

January 27, 2025

Case VSCR-00******

Virgin Atlantic Customer Care Virgin Atlantic Airways

Dear Ms. Thomas,

Thank you for your response to my recent complaint submitted to the U.S. Department of Transportation (DOT). I acknowledge that my case has been forwarded to the DOT and I appreciate you providing them with the details of your reply.

However, your response does not address the key concerns I have raised nor does it offer a satisfactory resolution. I am still waiting for a clear explanation regarding the suspension of my Flying Club account and the cancellation of my family's flights, and I am deeply dissatisfied with the lack of transparency and concrete action from Virgin Atlantic.

- 1. As I mentioned in my original complaint, my Flying Club account was suspended under the vague claim of "fraudulent activity," yet no specific evidence or details have been provided to substantiate this accusation. The actions I have taken with my account—transferring points from my Chase account and booking flights for family members—are entirely in line with Virgin Atlantic's terms and conditions, and I maintain that there has been a misunderstanding.
- 2. The cancellation of my family's flights on October 28, 2024, just hours before departure, caused significant disruption. Virgin Atlantic did not notify me in advance, forcing me to scramble and rebook with another airline at my own expense. Despite this, the points used for the original booking have not been restored, and I have received no compensation for the inconvenience or financial loss caused.
- 3. You have suggested that I continue corresponding with the Loyalty Fraud Team, but my previous attempts to engage with them have resulted in vague and unhelpful responses. The advice to contact them again offers no new solutions and leaves my case unresolved.
- 4. I respectfully request that Virgin Atlantic take the following actions to resolve this matter:
- -Provide a detailed explanation for the suspension of my Flying Club account, including any evidence of fraudulent activity.
- Reinstate my Flying Club account and restore the points used for the cancelled flights, if no legitimate fraudulent activity is found.
- Offer financial compensation for the emotional distress and financial loss caused by the cancellation of my family's flights and the ongoing suspension of my account.

I urge Virgin Atlantic to take my concerns seriously and offer a solution that reflects fair treatment and transparency. If this issue remains unresolved, I will be forced to pursue further action through other legal and consumer protection channels.

Thank you for your time and attention. I look forward to your prompt response.

Sincerely, Chaim Rozen

Flying Club Member: ********

Email: ***@gmail.com Phone: +1-***-*** **Customer Care** <customer.care@fly.virgin.com>
To: Chaim Rozen <***@gmail.com>

Fri, Jan 31, 2025 at 5:32 PM

Hello Amir

Thank you for your further email.

I'm truly sorry you are unhappy with the previous email sent to you by my colleague. It is never our intention that our customers remain unhappy with the responses they receive from us.

However, that being said, unfortunately, the decision to suspend your Flying Club account was made by our Loyalty Fraud team, and sadly, we are unable to reverse their decision. I apologise for any disappointment this may cause.

Only this team are able to reinstate a customers account once it had been suspended. Sadly, this would also mean that we would not be in a position to provide any form of compensation in this instance.

As my colleague advised, you may choose to appeal the decision to suspend your Flying Club account, however, this would have to be made to the team responsible for making this decision.

This team can be reach using the following email address. loyalty.fraud.queries@fly.virgin.com

I realise this may not be the answer you were hoping for today and I apologise I am unable to give a more favourable outcome on this occasion.

Kind regards

Chris Knox

Customer Care
Virgin Atlantic
www.virginatlantic.com



<***@gmail.com>

To: Customer Care <customer.care@fly.virgin.com>

Sat, Feb 1, 2025 at 9:12 PM

Dear Chris Knox, Virgin Atlantic customer care

I was surprised to see that you addressed me by the wrong name in your reply, which suggests my previous message wasn't read carefully. I would have expected a more thoughtful response, specifically one that directly referenced the points I raised, rather than a general and generic reply.

Please ensure that future responses are more accurate and focused on the content I provided.

Thank you for your attention to this matter.

Best regards, Chaim Rozen ***@gmail.com **Customer Care** <customer.care@fly.virgin.com>
To: Chaim Rozen <***@gmail.com>

Thu, Feb 6, 2025 at 4:24 PM

Hello Chaim

Thank you for your further email.

I'm truly sorry for addressing you by the incorrect name, this was an error on my part due to the name the case having been created in that that of Amir. I apologise for any distress this may have caused, this was not my intention.

However, the information that was provided to you in my previous email, was correct and has not changed.

Unfortunately, the decision to suspend your Flying Club account was made by our Loyalty Fraud team, and sadly, we are unable to reverse their decision. I apologise for any disappointment this may cause.

Only this team are able to reinstate a customers account once it had been suspended. Sadly, this would also mean that we would not be in a position to provide any form of compensation in this instance.

As my colleague Emma advised, you may choose to appeal the decision to suspend your Flying Club account, however, this would have to be made to the team responsible for making this decision.

This team can be reach using the following email address. lovalty.fraud.gueries@fly.virgin.com

I know you may have been hoping for a different response and I apologise I am unable to give this to you.

Thank you again for your email.

Kind regards

Chris Knox

Customer Care Virgin Atlantic www.virginatlantic.com

