



Subject: Ongoing Draft of Complaint - Update

From: Rewired Rewired (re_wired@ymail.com)

To: service@trip.com; customer.service@easyjet.com; customer.service@sunexpress.com

Date: Monday 24 February 2025 at 10:04 GMT

Dear Trip.com Customer Service,

I hope this message finds you well.

I am writing to provide an update regarding my ongoing complaint related to the recent travel experience booked through your platform. My journey took place from 8th January 2025 (departure) to 12th January 2025 (return). I wanted to inform you that I am still in the process of drafting a detailed complaint, which addresses the various issues I encountered, including misleading information, unexpected costs, and the associated inconvenience.

Please be assured that I am dedicating significant time and effort to thoroughly document my experience and the financial impact it has had. I aim to provide a comprehensive account that will help in resolving this matter effectively. Once the draft is complete, I will formally log the complaint with you and forward the completed document for your review.

In addition to Trip.com, I have also forwarded this update to EasyJet and SunExpress as these matters involve their services as well.

In the meantime, should you require any preliminary information or have any questions, please do not hesitate to contact me. Thank you for your understanding and patience.

Best regards,

Simon Paul Cordell

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CC:

- EasyJet Customer Service (customer.service@easyjet.com)
- SunExpress Customer Service (customer.service@sunexpress.com)