

October 19, 2021

Richard White
1195 Rancheros Rd
Pasadena, CA 91103

The Honorable Judge Shelley C. Chapman, US Bankruptcy Court, One Bowling Green, New York, NY, 10004

Davis Polk & Wardwell LLP (timothy.graulich@davispolk.com, stephen.piraino@davispolk.com,
erik.jerrard@davispolk.com, richard.steinberg@davispolk.com)

Willkie Farr and Gallagher LLP (bmiller@willkie.com, tgoren@willkie.com, cdamast@willkie.com,
dsinclair@willkie.com)

RE: Grupo Aeroméxico, S.A.B. de C.V., et all, Chapter 11, Case No. 20-11563 (SCC)

To whom it may concern:

This letter is in response to Doc 1816, and is to oppose the disallowance and expungement of the Claim for myself, Richard White, Satisfied Claims Ref #179, Claim #12520, in the amount of 1058.08 USD.

Bankruptcy Court: United States Bankruptcy Court, Southern District of New York

Names of Debtors: Grupo Aeroméxico, S.A.B. de C.V. 286676; Aerovias de México, S.A. de C.V. 108984; Aerolitoral, S.A. de C.V. 217315; and Aerovias Empresa de Cargo, S.A. de C.V. 437094-1.

Case Number: 20-11563 (SCC)

Title of Objection: Twenty-Second Omnibus Claims Objection to Proofs of Claim (Satisfied Claims)

Name of Claimant: Richard White

Description of Basis for the Amount of the Claim: Ticket numbers 1392115412478 and 1392115412479, purchased 20 January, 2020, in the amount of 1058.08 USD (Satisfied Claims Ref #179, Claim #12520).

Reasons Why Claim Should Not Be Disallowed and Expunged: Following purchase of tickets, flight was cancelled (email dated 23 March, 2020). Ticketholders are entitled to a refund for cancelled flights, per the US Dept of Transportation's official website (downloaded 24 March, 2020). Multiple efforts to contact Aeroméxico by phone to discuss a refund were unsuccessful (excessive wait times).

Documentation and other evidence of the Claim:

- eTicket for Richard White
- eTicket for Ruth Edwards
- Flight cancellation email from Aeroméxico
- Flight Delays and Cancellations Policy (US DOT website)

Address for Replies: The claimant: Richard White, 1195 Rancheros Rd, Pasadena, CA 91103. Cellphone 626-590-4262.

Person Authorized to Reconcile, Settle, Resolve: The claimant: Richard White, 1195 Rancheros Rd, Pasadena, CA 91103. Cellphone 626-590-4262.

Sincerely,



Richard White



eTicket Receipt

Prepared For
WHITE/RICHARD [ADT]

RESERVATION CODE	IGTVKF
ISSUE DATE	20Jan20
TICKET NUMBER	1392115412478
ISSUING AIRLINE	AEROMEXICO
ISSUING AGENT	Aeromexico/SSW
ISSUING AGENT LOCATION	USZ WEB USA, NJ
VAT FISCAL ID	RFC:AME880912I89

Itinerary Details

TRAVEL DATE	AIRLINE	DEPARTURE	ARRIVAL	OTHER NOTES
25Mar20	AEROMEXICO AEROVIAS DE M AM 2705 Operated by: AEROLITORAL DBA AEROMEXICO CONNECT	Los Angeles, USA Time 12:30 Terminal TERMINAL 2	Monterrey Time 16:26 Terminal TERMINAL B	Fare Family Seat Number 14C AEROMEXICO (CONFIRMED) Baggage Allowance NIL Booking Status OK TO FLY Fare Basis NNXQ5NES Not Valid Before 25MAR20 Not Valid After 25MAR20
25Mar20	AEROMEXICO AEROVIAS DE M AM 2227 Operated by: AEROLITORAL DBA AEROMEXICO CONNECT	Monterrey Time 19:10 Terminal TERMINAL B	Queretaro Time 20:30	Fare Family Seat Number 14A AEROMEXICO (CONFIRMED) Baggage Allowance NIL Booking Status OK TO FLY Fare Basis NNXQ5NES Not Valid Before 25MAR20 Not Valid After 25MAR20
30Mar20	AEROMEXICO AEROVIAS DE M AM 2463 Operated by: AEROLITORAL DBA AEROMEXICO CONNECT	Queretaro Time 10:35	Ciudad de Mexico Time 11:35 Terminal TERMINAL 2	Fare Family Seat Number 11A AEROMEXICO (CONFIRMED) Baggage Allowance NIL Booking Status OK TO FLY Fare Basis HNNC0NMM Not Valid Before 30MAR20 Not Valid After 30MAR20
30Mar20	AEROMEXICO AEROVIAS DE M AM 642	Ciudad de Mexico Time 13:40 Terminal TERMINAL 2	Los Angeles, USA Time 16:55 Terminal TERMINAL 2	Fare Family Seat Number 17D AEROMEXICO (CONFIRMED) Baggage Allowance NIL Booking Status OK TO FLY Fare Basis HNNC0NMM Not Valid Before 30MAR20 Not Valid After 30MAR20

Allowances

Baggage Allowance

LAX to QRO - 0 Pieces AEROMEXICO

Prices of additional baggage pieces:

1. 30.00 USD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters
2. 55.00 USD up to 50 pounds/23 kilograms and over 80 linear inches/203 linear centimeters

QRO to LAX - 0 Pieces AEROMEXICO

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1. 30.00 USD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters
2. 55.00 USD up to 50 pounds/23 kilograms and over 80 linear inches/203 linear centimeters

ADDITIONAL ALLOWANCES AND/OR DISCOUNTS MAY APPLY DEPENDING ON FLYER-SPECIFIC FACTORS /E.G. FREQUENT FLYER STATUS/MILITARY/ CREDIT CARD FORM OF PAYMENT/EARLY PURCHASE OVER INTERNET,ETC

Carry On Allowances

LAX to MTY , MTY to QRO , QRO to MEX , MEX to LAX - 2 Pieces (AM - AEROMEXICO) Up to 10 kilograms, up to 22 pounds/10 kilograms and up to 45 linear inches/115 linear centimeters

Payment/Fare Details

Form of Payment	CREDIT CARD - AMERICAN EXPRESS : XXXXXXXXXXXX 2000
Endorsement / Restrictions	NONREF/PENALTY APPLIES
Fare Calculation Line	LAX AM X/MTY AM QRO112.00AM X/MEX AM LAX286.00NUC398.00END ROE1.00 XT36.29XD30.00UK5.89YC7.00XY3.96XA4.50XFLAX4.5
Fare	USD 398.00
Taxes/Fees/Carrier-Imposed Charges	USD 37.80 US2 (US INTERNATIONAL TRANSPORTATION TAX)
	USD 5.60 AY (US SECURITY FEE)
	USD 5.89 YC (US CUSTOMS USER FEE)
	USD 7.00 XY2 (XY2)
	USD 3.96 XA (US APHIS USER FEE)
	USD 36.29 XD (INTERNATIONAL AIRPORT DEPARTURE TAX - TUA)
	USD 30.00 UK2 (UK2)
	USD 4.50 XF (US PASSENGER FACILITY CHARGE)
Total Amount	USD 529.04

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eTicket Receipt

Prepared For
EDWARDS/RUTH [ADT]

RESERVATION CODE	IGTVKF
ISSUE DATE	20Jan20
TICKET NUMBER	1392115412479
ISSUING AIRLINE	AEROMEXICO
ISSUING AGENT	Aeromexico/SSW
ISSUING AGENT LOCATION	USZ WEB USA, NJ
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Total Amount	USD 529.04

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From: Aeromexico no-reply@aeromexico.com
Subject: Flight Cancellation
Date: March 23, 2020 at 2:53 PM
To: RWHITE@crashwhite.com RWHITE@CRASHWHITE.COM



Reserva
IGTV



Important information about your flight to Queretaro, Mexico

Your flight **AM 2462** to **Queretaro, Mexico** has been **canceled**.

The coronavirus situation is constantly evolving and we are doing all that we can to deliver a safe travel experience.

1. If you have been rebooked (see below) and you accept the new flight arrangements simply proceed to the airport 2 to 3 hours before the departure of your new flight. You do not need to contact us.
2. If you have any questions about your new flight arrangement or would like to discuss your options, you can call us at the number below.
3. To help address customers with immediate travel needs, we are asking those who do not have travel in the next 72 hours to refrain from contacting us as we are experiencing high volumes. If you are traveling in the next couple of days and meet the coronavirus waiver conditions, please know that we can still process the reservation change if you can't get to us before your scheduled departure.

[Contact us](#)

Confirmation Code: **IGTVKF**

Date	Departs	Arrives	Flt #	Route	Passengers	Seat	Tern
Wed, Mar 25	2:22 PM	7:10 PM	AM 647	LAX To MEX	Richard White Ruth		TERM ;

						Edwards	
Wed, Mar 25	9:45 PM	10:55 PM	AM 2462 Operated By AEROLITORAL DBA AEROMEXICO CONNECT	MEX To QRO	Richard White	TERM ;	
					Ruth Edwards		
Mon, Mar 30	10:35 AM	11:35 AM	AM 2463 Operated By AEROLITORAL DBA AEROMEXICO CONNECT	QRO To MEX	Richard White	11A	
					Ruth Edwards	11B	
Mon, Mar 30	1:40 PM	4:55 PM	AM 642	MEX To LAX	Richard White	17D TERM ;	
					Ruth Edwards	17E	

Please look for one of our customer service agents at the airport to find out about the protection policy at your disposal or contact our Call Center at **1-800-237-6639**.

Do you have any questions?



By phone

1-800-237-6639

CALL US



By web

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If the passenger does not show up within the times indicated by the airline to check-in and/or board; any expenses derived from losing flight and/or any segment of the flight will be borne by the passenger.

Contact

For any questions or clarification, please [contact us](#) directly from Mexico or anywhere in the world.

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 An official website of the United States government [Here's how you know](#) 



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Flight Delays & Cancellations

When planning a trip, passengers should keep in mind that airlines do not guarantee their schedules. While airlines want to get passengers to their destinations on time, there are many things that can – and sometimes do – make it difficult for flights to arrive on time. Some problems, like bad weather, air traffic delays, and mechanical issues, are hard to predict and often beyond the airlines’ control.

In the United States, airlines are not required to compensate passengers when flights are delayed or cancelled. Compensation is required by U.S. law only when certain passengers are “bumped” from a flight that is oversold.

The Department’s rules regarding flight delays and cancellations apply only to flights that operate to, from, or within the United States. However, passengers flying between or within foreign countries may be protected from flight delays and cancellations by the laws of another nation.

Flight Delays

My flight is delayed - am I entitled to money or other compensation from the airline?

- No. There are no federal laws requiring airlines to provide passengers with money or other compensation when their flights are delayed. Each airline has its own policies about what it will do for delayed passengers. If your flight is experiencing a long delay, ask airline staff if they will pay for meals or a hotel room. While some airlines offer these amenities to passengers, others do not provide any amenities to stranded passengers.

How do I find out how long my flight will be delayed?

- Airlines are required to provide passengers with information about a change in the status of the flight if the flight is scheduled to depart within 7 days. Airlines are required to give these status updates 30 minutes (or sooner) after the airline becomes aware of a status change. The flight status information must, at a minimum, be provided on the airline's website and via the airline's telephone

reservation system.

- Also, when a flight is delayed for 30 minutes or more, the airline must update all flight status displays and other sources of flight information at U.S. airports that are under the airline's control within 30 minutes after the airline becomes aware of the problem.

Why are flights sometimes delayed for several hours?

- It is sometimes difficult for an airline to estimate how long a delay will be during its early stages. When a flight delay unexpectedly becomes longer and longer, this is called a “creeping delay.” During “creeping delays,” unexpected developments can cause a delay to be longer than anticipated. For example, weather that was supposed to improve can instead become worse, or a mechanical problem can turn out to be more complex than the airline originally thought.

If my flight is delayed, can I switch to a different flight?

- Possibly. If your flight is delayed, you can try to arrange another flight on your airline. It is sometimes easier to make such arrangements by calling the airline, through the airline’s website or mobile application, or via social media. Before you decide to switch flights, check if the airline will charge you a fee and/or a higher fare for changing your reservation.
- If you find a flight with an available seat on another airline, you can ask the first airline to transfer your ticket to the alternative airline – this practice could save you money by avoiding a fare increase. However, there are no federal regulations requiring airlines to put you on another airline’s flight or reimburse you if you purchase a ticket on another airline. Also, keep in mind that changing flights and airlines becomes more difficult and time consuming if you have checked bags.

My flight is significantly delayed – am I entitled to a refund?

- It depends. In some situations, you may be entitled to a refund, including a refund for all optional fees associated with the purchase of your ticket (such as baggage fees, seat upgrades, etc.).
- DOT has not specifically defined “significant delay.” Whether you are entitled to a refund depends on a lot of factors – such as the length of the delay, the length of the flight, and your particular circumstances. DOT determines whether you are entitled to a refund on a case by case basis.

Flight Cancellations

What happens when my flight is cancelled?

- If your flight is cancelled, most airlines will rebook you for free on their next flight to your destination as long as the flight has available seats.
- If your flight is cancelled and you choose to cancel your trip as a result, you are entitled to a refund for the unused transportation – even for non-refundable tickets. You are also entitled to a refund for any bag fee that you paid, and any extras you may have purchased, such as a seat assignment.
- If the airline offers you a voucher for future travel instead of a refund, you should ask the airline about any restrictions that may apply, such as blackout and expiration dates, advanced booking requirements, and limits on number of seats.

If my flight is cancelled, can my airline put me on another airline’s flight?

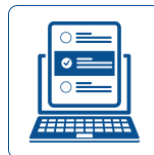
- Yes. While airlines are not required to put you on another airline’s flight, they can and sometimes do, so it does not hurt to politely ask your airline if it will transfer your ticket to another airline that has a flight with available seats.
- Ask the airline or check online to see if another carrier has open seats and then ask if the first airline will transfer your ticket to that carrier. Remember, however, that airlines are not required to do this. Also, be aware that finding available seats on another airline’s flight may be difficult, especially during holidays and other peak travel times.

If my flight is cancelled, is the airline required to provide me with a hotel room, cab fare, a food voucher, or reimbursement for any other non-airline ticket costs associated with my trip?

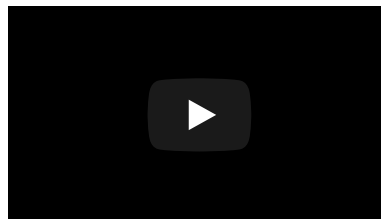
- No. Airlines are not required to provide passengers with money or other compensation for costs that fall outside of the cancelled airline ticket and fees tied directly to the airline ticket (such as baggage fees, seat upgrades, etc.) when flights are cancelled.
- Each airline has its own policies about what it will do for passengers whose flights have been cancelled. If your flight is cancelled, ask the airline staff if they will pay for meals or a hotel room. While some airlines offer these amenities to passengers, others do not provide any amenities to stranded passengers.

Is an airline required to reimburse me for expenses if it cancels my flight and I am forced to miss my cruise, honeymoon, wedding, concert, or other activity?

- No. Airlines are not required to reimburse you for any trip costs affected by the cancelled flight, such as a prepaid hotel room, a cruise, a vacation, concert or other tickets, or lost wages.



[File a Consumer Complaint](#)



DOT Relaunches Air Consumer Website

Last updated: Wednesday, March 4, 2020

U.S. DEPARTMENT OF TRANSPORTATION

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