marco.chan@protours.com.hk

寄件者: Qantas Customer Advocate <qantas_customer_advocate@qantas.com.au>
寄件日期: 2025年1月30日星期四 14:10
收件者: marco.chan@protours.com.hk
主旨: Qantas Customer Advocacy Team - 14692919 - Yeung

Ref No: 14692919
Hi Yeung Wing Ka,
Thank you for contacting Qantas Customer Care to request a letter for your insurance company. I apologise for the delay in responding to your email.
I can confirm that the passengers below were not able to take their original connecting flight QF1513 which was scheduled to depart from Melbourne to Launceston at 9:40 on 6 January 2025 due to the late arrival of their checked baggage resulting in missing their flight.
The passengers were rebooked and travelled on QF1517 from Melbourne which arrived in to Launceston at 20:25 on 6 January 2025. This was a total departure delay of 6 hours, 56 minutes and an arrival delay of 9 hours, 35 minutes from the original scheduled arrival.
Passengers:
Shiu Yee Chan
Yan Wing Kenneth Chan
Man Wan Mable Chan Wan
Chi Ian Chao
Chi Tat Chung
Kit Ching Vienna Chung
Hei Lam Keung
Ki Kwan Lai
Yan Ming Elaine Mak
Pui Kwan Ng
Wing Nga Vinnie Ng

	FLIGHT NUMBER	DEPARTURE	ARRIVAL
Scheduled:	QF1513	06/01/2025 09:40:00	06/01/2025 10:50:00
Recorded:	QF1517	06/01/2025 19:25:00	06/01/2025 20:25:00

This information is supplied to assist you in making a claim with your insurance company. It should not be considered as an admission of liability by Qantas Airways, to you or any person acting on your behalf, or confirmation that any particular person travelled on the above flight.

Kind regards,

Alyssa
Qantas Customer Care Team

Qantas Airways Limited, ABN 16 009 661 901
10 Bourke Road Mascot NSW 2020 Australia

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marco.chan@protours.com.hk

寄件者: Qantas Customer Advocate <qantas_customer_advocate@qantas.com.au>
寄件日期: 2025年1月30日星期四 14:15
收件者: marco.chan@protours.com.hk
主旨: Qantas Customer Advocacy Team - 14693165 - Yeung

Ref No: 14693165

Hi Yeung Wing Ka,
Thank you for contacting Qantas Customer Care to request a letter for your insurance company. I apologise for the delay in responding to your email.
I can confirm that Kevin Chee Han Chung was not able to take his original connecting flight QF1513 which was scheduled to depart from Melbourne to Launceston at 9:40 on 6 January 2025 due to the late arrival of their checked baggage resulting in missing his flight.
The passenger above was rebooked and travelled on QF1517 from Melbourne which arrived in to Launceston at 20:25 on 6 January 2025. This was a total departure delay of 6 hours, 56 minutes and an arrival delay of 9 hours, 35 minutes from the original scheduled arrival.

	FLIGHT NUMBER	DEPARTURE	ARRIVAL
Scheduled:	QF1513	06/01/2025 09:40:00	06/01/2025 10:50:00
Recorded:	QF1517	06/01/2025 19:25:00	06/01/2025 20:25:00

This information is supplied to assist you in making a claim with your insurance company. It should not be considered as an admission of liability by Qantas Airways, to you or any person acting on your behalf, or confirmation that any particular person travelled on the above flight.

Kind regards,

Alyssa
Qantas Customer Care Team

Qantas Airways Limited, ABN 16 009 661 901
10 Bourke Road Mascot NSW 2020 Australia

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marco.chan@protours.com.hk

寄件者: Qantas Customer Advocate <qantas_customer_advocate@qantas.com.au>
寄件日期: 2025年1月30日星期四 14:19
收件者: marco.chan@protours.com.hk
主旨: Qantas Customer Advocacy Team - 14693228 - Yeung

Ref No: 14693228

Hi Yeung Wing Ka,

Thank you for contacting Qantas Customer Care to request a letter for your insurance company. I apologise for the delay in responding to your email.
I can confirm that Yuet Shirley Ko and Wing Ka Edgar Yeung were not able to take their original connecting flight QF1513 which was scheduled to depart from Melbourne to Launceston at 9:40 on 6 January 2025 due to the late arrival of their checked baggage resulting in missing their flight.
The passengers above were rebooked and travelled on QF1517 from Melbourne which arrived in to Launceston at 20:25 on 6 January 2025. This was a total departure delay of 6 hours, 56 minutes and an arrival delay of 9 hours, 35 minutes from the original scheduled arrival.

	FLIGHT NUMBER	DEPARTURE	ARRIVAL
Scheduled:	QF1513	06/01/2025 09:40:00	06/01/2025 10:50:00
Recorded:	QF1517	06/01/2025 19:25:00	06/01/2025 20:25:00

This information is supplied to assist you in making a claim with your insurance company. It should not be considered as an admission of liability by Qantas Airways, to you or any person acting on your behalf, or confirmation that any particular person travelled on the above flight.

Kind regards,

Alyssa
Qantas Customer Care Team

Qantas Airways Limited, ABN 16 009 661 901
10 Bourke Road Mascot NSW 2020 Australia

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marco.chan@protours.com.hk

寄件者: Qantas Customer Advocate <qantas_customer_advocate@qantas.com.au>
寄件日期: 2025年1月30日星期四 14:24
收件者: marco.chan@protours.com.hk
主旨: Qantas Customer Advocacy Team - 14693264 - Yeung

Ref No: 14693264

Hi Yeung Wing Ka,

Thank you for contacting Qantas Customer Care to request a letter for your insurance company. I apologise for the delay in responding to your email.

I can confirm that Lai Li and Siu Ho Vitus Yung were not able to take their original connecting flight QF1513 which was scheduled to depart from Melbourne to Launceston at 9:40 on 6 January 2025 due to the late arrival of their checked baggage resulting in missing their flight.

The passengers above were rebooked and travelled on QF1517 from Melbourne which arrived in to Launceston at 20:25 on 6 January 2025. This was a total departure delay of 6 hours, 56 minutes and an arrival delay of 9 hours, 35 minutes from the original scheduled arrival.

	FLIGHT NUMBER	DEPARTURE	ARRIVAL
Scheduled:	QF1513	06/01/2025 09:40:00	06/01/2025 10:50:00
Recorded:	QF1517	06/01/2025 19:25:00	06/01/2025 20:25:00

This information is supplied to assist you in making a claim with your insurance company. It should not be considered as an admission of liability by Qantas Airways, to you or any person acting on your behalf, or confirmation that any particular person travelled on the above flight.

Kind regards,

Alyssa
Qantas Customer Care Team

Qantas Airways Limited, ABN 16 009 661 901
10 Bourke Road Mascot NSW 2020 Australia

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marco.chan@protours.com.hk

寄件者: Qantas Customer Care <qantas_customer_care@qantas.com.au>
寄件日期: 2025年2月6日星期四 12:40
收件者: marco.chan@protours.com.hk
主旨: Qantas Customer Care - 14693228 - Yeung

Ref No: 14693228

Hi Wing Ka Edgar,

RE: 6MABYN

Thank you for contacting Qantas Customer Care to request a letter for your insurance company.

I can confirm that Lung Tak Patrick Wong and Wan Yee Betty Wong Yuen were not able to take their original connecting flight QF1513 which was scheduled to depart from Melbourne to Launceston at 9:40 on 6 January 2025 due to the late arrival of their checked baggage resulting in missing their flight.

The passengers above were rebooked and travelled on QF1517 from Melbourne which arrived in to Launceston at 20:25 on 6 January 2025. This was a total departure delay of 6 hours, 56 minutes and an arrival delay of 9 hours, 35 minutes from the original scheduled arrival.

	Flight Number	**Route**	**Departure**	**Arrival**
Scheduled:	QF1513	MEL-LST	06/01/2025 09:40:00	06/01/2025 10:50:00
Recorded:	QF1517	MEL-LST	06/01/2025 19:25:00	06/01/2025 20:25:00

This information is supplied in order to assist you to make a claim. It should not be considered as an admission of liability by Qantas Airways, to you or any person acting on your behalf. We hope this is sufficient for your requirements, and we look forward to seeing you again.

Kind regards,

Chaipen
Qantas Customer Care

Qantas Airways Limited, ABN 16 009 661 901
10 Bourke Road Mascot NSW 2020 Australia
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****

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