

# Third letter to John Barton, Chairman of easyjet

Dear John,

I today received a prompt and well-written reply to my earlier letters from your Marketing Director, Peter Duffy who addressed all my concerns. A copy thereof is enclosed.

Thank you for interceding on my behalf. Minnow asserts that 'Customer Services' is no longer an important part of business but I beg to differ ! Lufthansa, for example, run an excellent department – I do hope you can 'up the game' of your own team and wish you well in your years to come at easyJet.

Yours ever,

Jamie Summers

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Reply from easyJet Marketing Director Peter Duffy, 16 July 2013:

26 July 2013

Dear Mr Summers

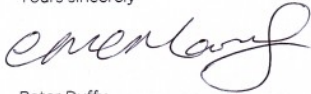
Thank you for your letters to our Chairman and can I begin by apologising that you haven't received a response earlier. I'm unclear what has happened with your earlier correspondence, I have had the system checked but can find no record of it.

Many of your comments are regarding infrastructure at Luton airport - availability of seating, toilets and security protocols - which are unfortunately beyond easyJet's control. We do press the airport owners for on-going improvements where they fall short of passenger expectations, so we will add your comments to this feedback. However, your points around the 20 minute delay to get the steps to the plane and the 30 minute wait for baggage is within our control, so I will liaise with our Luton Airport Manager so we can minimise the chance that this re-occurs. I can understand that delays such as these are very frustrating.

However, your main issue was a concern we have shared your personal information with third parties which I can assure you is not the case. We never do this by way of company policy, so if you have been receiving nuisance calls, perhaps it may be worth exploring with other companies who you have used about the source. Either way, I have added your details to the list of customers who do not want to receive easyJet marketing materials.

I'm very sorry that you have had cause to complain as well as have to write to our Chairman. I do hope you will give us another chance to show you what an excellent airline we have become.

Yours sincerely



Peter Duffy  
Marketing Director