



Mohamed Mokhtar <mmokhtar01@gmail.com>

General feedback

customer.care@united.com <customer.care@united.com>

Wed, Jul 8, 2020 at 5:49 PM

To: mmokhtar01@gmail.com

Hi Mohamed,

I sincerely apologize for the response delay.

United Airlines appreciates the information that you have provided regarding Emy's Vacations Travel Agency. I regret that you are being charged any fees as we are showing that your tickets were refunded at full value.

Regards,

Sheila
Customer Care
Case ID: 159350016738680

::: ORIGINAL EMAIL :::From: mmokhtar01@gmail.com

Message: This complaint regarding a travel agency working with your respected company. Emy's Vacations LLC Address: [1461 N Goldenrod Rd, Unit # 125 Orlando, FL. 32807 USA](#) Phone: 321-948-0594 Fax: 407-543-8385 Emails: Support@emysvacations.com info@emysvacations.com ahmed.saleh@emysvacations.com emy@emysvacations.com 1- Agency deducted money and as a penalty for trip cancellation. 2- Agency cheating ,deduct penalties from customers under your company name. 3- Agency refuse to reply or send any support documents. Please take care of this agency ,this is reflect a negative impression about United Airlines ,which is not true or good at all. i attached all support documents for your kind reference ,please consider this complaint with high priority. Thanks and appreciated.