

Judith H DuCom  
35 Bridgepointe Drive  
Sumter, SC 29154

October 8, 2015  
Today is Thursday

The Honorable Nikki R Haley  
Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201

Dear Governor Haley:

You have done and continue to do an excellent job for our state during the recent flooding South Carolina has experienced. Thank you for your work to "get ahead" of the problems which have occurred and that will continue to occur as we restore the state in the face of waters that have receded and waters that will overflow river banks on their way to the ocean. Thank you.

Enclosed is a letter written to American Airlines concerning their refusal to refund my credit card for a flight that I couldn't make because of the flooding. I am not asking you to do anything about this matter nor am I asking for your help. You have enough on your plate presently and for the foreseeable future. I am sending you a copy of my letter for information purposes only. I feel that American Airlines did not take seriously the 500 year floor in South Carolina and they should. To the best of my knowledge no other state has received a trillion gallons of rain in so short a time so this is not only historical but it is certainly a first; however I stand to be corrected.

Thank you again for the tremendous job you are doing for our state including your past efforts and those in the future. I hope you remain in office for years to come.

Respectfully,



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American Airlines  
111 W. Rio Salado Parkway  
Tempe, AZ 85281

4000 E Sky Harbor Blvd  
Phoenix, AZ 85034

RE: Document # 0017683909535-36

Dear Sir or Madame:

I purchased the above referenced ticket (document) on 9/27/15. The flight was to depart on 10/7/15 from Florence, SC. Florence is approximately 43 miles from my home and the Florence airport is approximately 50 miles from my home.

On or about October 3<sup>rd</sup> South Carolina experienced the beginning of what is now being called a 500 year flood. Hundreds of roads washed out leaving gaping holes in our roads. Some of the holes had cars and trucks in them. Many bridges collapsed on our major and minor roads. I-95, I-20, I-26 and I-77 were all closed in part because they were under water as were many many other roads and bridges. Dams breached flooding entire neighborhoods. People had to be evacuated by boat and helicopter. Our communities were put under curfew for safety. Wild animals came out of their homes seeking higher and dryer ground. Snakes and alligators as well as turtles came into our communities seeking warmer water and places to take refuge from the flood waters. South Carolina got over one trillion gallons of water from this rain which caused massive flooding and 15 deaths so far. Our police are arresting people driving past safety points. As of the date of this letter we are still under curfew. We still have to find alternate routes to work. Our schools are closed. Our government offices are closed. Thousands of South Carolinians are removing everything they own to the curb to be picked up by the garbage trucks.

On Tuesday, October 6<sup>th</sup> I called American Airlines explaining to customer service I could not get to the airport because the routes I would take to get to the airport were either closed, under water or the bridges had collapsed. I asked for a full refund of my money since this flood was an "Act of God" and not the fault of American Airlines or me. I was told by a very very harsh speaking woman that it was impossible for me to get a refund even in the face of an "Act of God" and the only thing that could be done was a credit. So as things stand now I have a credit of \$630.50 that I can use any time over the next year and of course if I do reschedule a flight there will be a \$200 rescheduling fee.

The actions on behalf of American Airlines are inexcusable. I will by copy of this letter notify the Governor of South Carolina about the attitude of American Airlines. I believe Governor Haley will be very interested in the way American Airlines has dismissed the devastation South Carolina has suffered.

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Additionally I will use social media as well as any other avenue available to me to tell everyone who will read or listen to not fly American Airlines, which I have renamed for my own purposes "The Airline without a Heart". Also I have a family connection with a Vice-President for Delta Airlines and I will be contacting him so he may publicize this action by "The Airline without a Heart" in the Delta Airline meetings and use the heartlessness as an example of how not to do business.

Lastly if it takes any of your reservationists \$200 of payroll dollars to reschedule a flight they are either very stupid or very well paid. Either way in my opinion this is price gauging against the very people who provide American Airlines with income, namely American Airline customers. This practice shows the additional stupidity of American Airlines.

I want a refund check for \$630.50 mailed to me at the address shown at the top of this letter. If I do not receive a refund check within 10 business days I will further contact the TSA and other members of the US government letting them know that American Airlines expected me to drive in a 500 year flood for a distance of approximately 50 miles, face potential arrest and other hazards to make a flight.

Disrespectfully,

Judith H DuCom

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