

To Whom It May Concern,

My name is Scott Zuckerbrow, and I am an Iberia customer. I am writing this complaint because of a series of mistakes and unfair practices that were made by Iberia representatives, that caused me both extreme stress and a substantial amount of money, all as described below.

I originally bought tickets to travel from JFK to Bilbao, with a layover in Madrid. The flight was scheduled to leave July 17, 2016 at 5:00 p.m. local time (flights IB6250 and IB0448). I was scheduled to return on July 29, 2016 from Lisbon to JFK, with a layover in Madrid (flights 5564 and 5653). I arrived to JFK on July 17 at 2:15 p.m. but was told that I could not fly because my passport expires October 1, 2016, which was in over two (2) months away and not (what I now understand to be) the required three (3) months.

The supervisor, Ginger Eugenio, told me to get a passport the next day, return to JFK, and Iberia would be able to put me on the same flight I was originally scheduled to take that day, I was able to get my passport around 3:00 p.m. and make it back to JFK around 4:00 p.m the next day and spoke to the same supervisor, Ginger Eugenio, at the Iberia desk.

At this point, I informed her that I no longer needed to travel to Bilbao. Since it was a day later, I only needed to fly to Madrid as my final destination. After confirming with me that I no longer needed to continue to Bilbao, and that my final destination would be Madrid, she informed me that it would not be a problem. **At this point, I specifically asked her if it would affect my return flights home. It was important that I was on the exact same return flights home because my girlfriend has an extreme fear of flying and suffers anxiety when flying by herself, especially on long flights. She originally flew to Spain with her mother and I would be meeting her there.**

She assured me that only flying to Madrid would not affect my return flights home and printed an Electronic Ticket Itinerary (see Document 1 below) for me and said this is all I need in case I run into a problem in Lisbon. **I did not want to get any additional surprise charges later so I asked multiple times.** She reassured me that there would be no problem, that she had written a note in the system, and that my printed out Itinerary would be sufficient. Consistent with this, she did not ask for my credit card.

### Document 1

ELECTRONIC TICKET ITINERARY						10F2	
075-7812444903						1MAY16	
. 1A/6AAB6J						SUMMING GA 30	
ZUCKERBROW/SCOTT						O+VOYAGES A LA	
FLIGHT CL DATE TIME FARE B.						APTE USA	
JFK	IB6250	O	17JUL	1700	OHNO01Z1	OPERATED BY	
MAD	IB0448	O	18JUL	0750	OHNO01Z1	1PC 17JUL/17JUL	
BIO	VOID		VOID			1PC 18JUL/18JUL	
LIS	AY5564	Q	29JUL	0655	QHNOS1Z1	1PC 29JUL/29JUL	
MAD							
NON-ENDORSABLE. VALID ON AA US BA IB JL AY ONLY. REFUND ONLY TO ISSUING							
FARE			USD	271.00		CA:1000068209933337/0521/011458/880.	
TAX/FEES			USD	509.44	44		
SERVICE CHARGE			USD				
TOTAL						USD 880.44	

5653 - Madrid to JFK

On July 28, beginning before 7 AM Spanish time, my girlfriend and I attempted to check in for my flights home the next day. We were unable to check in online or when we tried to check in by phone, being told we needed to check in at the airport, even though my flights and itinerary were shown clearly on the Iberia website with no issue.

Specifically, the representative on the telephone was about to check us in and give us adjoining seats, but at the last second, told us we would just need to check in at the airport without any explanation or indication of any other issue.

We arrived to the Lisbon airport at 4:15 a.m. to check in for our flight at 6:55 a.m. The check in counter was not open yet and it was not until about 5:00 a.m. that we were able to speak with a representative. It was at this point that the supervisor, Tania Fonseca, told me my flights were canceled because I did not take the Madrid to Bilbao flight when flying to Spain. More specifically, my flight had been "blocked" even though when I had previously tried to check in, my name and reservation code appeared with no problem, my flight had been fully canceled without a justification or any kind of notification whatsoever.

I would have sought to resolve this issue before leaving JFK or promptly after arriving in Spain, if I received any kind of notice from the supervisor at JFK. Even if I had been told the day before when trying to check in, I would have at least had that one day to try and deal with this unjustified action by Iberia. I explained to Iberia's staff in Lisbon what had happened at JFK airport with my passport and the change to my flights. They tried to put me back on the flights but told us multiple times that it was fully booked. Tania Fonseca advised me that the best course of action was to buy a ticket from Lisbon to Madrid and try to resolve the issue there. Since she is a supervisor who works for Iberia, I took her advice. She was able to give me a partial refund on my original flights (which I have still not received) and I purchased a ticket for \$438.59 from Lisbon to Madrid, flight IB3107 (Document 2 below). I could have purchased cheaper options with other airlines but bought the same ticket with Iberia because Tania Fonseca thought this was the best course of action in order to get my problem resolved in Madrid and so I could travel with my girlfriend who, as noted, has serious issues with flying.

## Document 2

**Balcão Serviço ao Cliente**

From: Travel Document <itinerary@amadeus.com>  
 Sent: sexta-feira, 29 de Julho de 2016 06:04  
 To: Balcão Serviço ao Cliente  
 Subject: ZUCKERBROW/SCOTT RICHARD 29JUL2016 LIS MAD

AIRPORT TKT OFF: BOOKING REF: ZQASWA  
 AEROPUERTO DA PORTUGAL DATE: 29 JULY 2016  
 LISBOA  
 PORTUGAL ZUCKERBROW/SCOTT RICHARD  
 FAX: 21 9497668

FLIGHT IB 3303 - IBERIA FRI 29-JULY-2016

DEPARTURE: LISBON, PT (AIRPORT), TERMINAL 1 29 JUL 06:55  
 ARRIVAL: MADRID, ES (ADOLFO SUAREZ BARAJAS), TERMINAL 4 - 29 JUL 09:15  
 T4  
 FLIGHT BOOKING REF: IB/L88D6  
 RESERVATION CONFIRMED, ECONOMY (B) DURATION: 01:20

BAGGAGE ALLOWANCE: 1PC  
 MEAL: FOOD AND BEVERAGES FOR PURCHASE

NON-STOP LISBON TO MADRID  
 OPERATED BY: IBERIA, IB  
 AIRCRAFT OWNER: IBERIA, IB  
 EQUIPMENT: AIRBUS INDUSTRIE A330-300/200

FLIGHT TICKET(S)

TICKET: IB/8TKT 075 2366700405 FOR ZUCKERBROW/SCOTT RICHARD

GENERAL INFORMATION

FOR SAUCE LLAMAR AL 707 200 000 - PASA  
 \* IBERIA PLUS - PASAJEROS FRECUENTE \*  
 \* INFORMACIONES Y VENTA \*  
 \* INCIDENCIAS \*  
 IBERIA LE DESA UN FELIZ VIAJE  
 WWW.IBERIA.PT

CHECK YOUR TRIP ONLINE  
<http://www.checkmytrip.com/CMTService?R=ZQASWA&I=US&N=ZUCKERBROW>

Once in Madrid, I was able to speak to an agent at the ticket sales office name Manuel Polo. Manuel Polo informed me that nothing could be done because not only was my reservation blocked, but also it had been reimbursed. Since I received the reimbursement, there was no way to put me back on the flight. However, when seeing no option to get on the same flight (it had to be the same flight because of my girlfriend), I offered to pay. At this point, out of nowhere, there were 3 available seats in economy, which I was originally told multiple times were fully booked. It cost \$2,350.12 to buy the ticket from Madrid to JFK in tourist/economy class. (See Documents 3 and 4 below).

## Document 3

ELECTRONIC TICKET ITINERARY  
 075-7812444904 20F2 11MAY16  
 1A/6AAB6J CUMMING GA 30  
 ZUCKERBROW/SCOTT 0+VOYAGES A LA  
 MAD AY5653 Q 29JUL 1205 QHNS1Z1 BAG VALID OPERATED BY  
 JFK 1PC 29JUL/29JUL

NON-ENDORABLE. VALID ON AA US BA IB JL AY ONLY. REFUND ONLY TO ISSUING  
 FARE USD 271.00 CA,1000068209938337/0521/011458/850.

TAX/FEES 44  
 SERVICE CHARGE USD

TOTAL USD 880.44

#### Document 4

ITINERARIO BILLETE ELECTRONICO					29JUL16	
075-2367061742					IBERIA 7849128	
					MADRID BARAJAS	
. 1A/ZQNGUS						
ZUCKERBROW/SCOTT RICHARD						
DE/A	VUELO	CL	FECHA	SAL	TARIFA	EQP VALIDEZ
OPERADO POR						
MAD	IB6251	Y	29JUL	1205	Y1N000C5	1PC
JFK						
55 CHGS AND REF PERMITTED -BG IB						
TARIFA			EUR 1894.00		VI,1000016611327266/1118/05528B/EUR2	
TASAS/IMPUESTOS			EUR	174.01	088.44/+SFCCVI,1000016611327266/1118	
GASTOS DE GESTION			EUR	25.00		
(IVA INC EN SU CASO)			CREDIT CARD FEE: EUR 20.43			
TOTAL			EUR 2113.44			

As you will have seen, I was told three different things regarding Iberia policy from all three airports. I was (I am sure unintentionally) tricked by Tania Fonseca in Lisbon into getting a partial refund that I was later told in Madrid meant I needed to purchase a completely new ticket (that only seemed to be available after I suggested that I would be willing to pay) in order to travel home.

Since this was the result of a comedy of inconsistent statements and errors by one or more of the Iberia staff, beginning with what I was told from an Iberia Supervisor at JFK airport, I am asking for a refund of the additional cost that I incurred. I originally paid \$880.44 for my roundtrip flights with Iberia, from JFK > Madrid > Bilbao, and then from Lisbon > Madrid > JFK. The total for the new flights that I had to purchase to get home costs \$2,788.71 (\$438.59 for Lisbon > Madrid + \$2,350.12 for Madrid > JFK). I was refunded \$609.44. **I am therefore asking for a refund of \$2,179.27 that I should not have had to pay for my flights home.** (Please note that this final amount does not include the refund of \$609.44 that was given by Tania Fonseca and still has not yet been received by me)

When I was checking in to my flight on July 18 at JFK International Airport, I did everything in my power to make sure I would be on the same flights home on July 29 with no additional charge. The supervisor (Ginger Eugenio) at the Iberia desk was very confident in telling me there would be no problem. **Since I was talking to a supervisor, that answer should be sufficient** and I should not have gone through what I did. I was never notified that my flights had been cancelled or that there was any problem with my flights until the morning of my flight when I arrived to the Lisbon airport.

**To be clear, this is illegal under 14 C.F.R. 259.8 and opens Iberia to significant civil liability and penalties.** As Iberia either knew or should have known that my flight/ticket was going to be cancelled, they had a duty to inform me in a timely manner, which they failed to do.

If I do not receive a response in the next 28 days, as outlined by your service commitment on the Iberia website, I will have no option but to file a report with the U.S. Department of Transportation and the Better Business Bureau.

I hope this matter can be resolved quickly and correctly.

Thank you,

Scott Zuckerbrow