



September 29, 2010

Mr. and Mrs. Jorge Garcia  
8899 First St.  
Santa Ana, CA 92701

Dear Mr. and Mrs. Garcia:

Thank you for your inquiry to Mexicana Airlines. We pride ourselves in providing our customers with the highest quality service and comfort aboard our airline.

We regret to inform you that because of the bad economy, we are no longer in business. Due to the unfortunate circumstances, we are unable to refund your tickets to Tijuana because the refund period of May 1, 2010, to May 31, 2010, has expired. Your tickets are now five months overdue; as a result, refunds are no longer accepted.

However, because we value your loyalty and understanding, we would like to offer you a gift basket. This offer is only available from October 1, 2010, to October 15, 2010, so please call us at 1-888-882-9994 to arrange for pick up.

Once again, we appreciate the opportunity to serve you. We hope to see you flying with us again in the future.

Cordially,

Tiffany Quach  
Director of Customer Service