

Subject: Initial Processing of Your Travel Disruption Claim - [Case Reference Number]

Dear [Customer Name],

Thank you for contacting us regarding the disruption to your recent travel. We have received your claim for [Flight/Booking Number] dated [Date of Travel].

This letter is to confirm that your claim is now being processed. Our team is currently reviewing the details provided and verifying the circumstances of the disruption with our operational records.

Next Steps:

- Your case reference number is: [Reference Number]. Please quote this in any future correspondence.
- We aim to provide a formal response or a request for further information within [Number] business days.
- You do not need to take any further action at this time.

If you have any urgent questions, you may contact our customer service team at [Phone Number] or reply directly to this email.

Thank you for your patience while we investigate this matter.

Sincerely,

[Your Name/Company Name]
[Department Name]