

March 25, 2009

Mr. Edward Hasbrouk  
1130 Treat Ave.  
San Francisco, A 94110

Dear Mr. Hasbrouk,


We acknowledge receipt, without prejudice, of your letter of January 21, 2009, addressed to the Data Controller of Air France at our corporate headquarters address in Paris. The return address being in the United States, it appears that our central mail office inadvertently rerouted your letter to the USA customer service offices of Air France, located in Fort Lauderdale, FL, which, in turn rerouted your correspondence to our Paris office for response due to the specific nature of your inquiries.

Please be assured of Air France's intention to respond fully to your letter. We have been advised that our Paris office is finalizing its correspondence to you that should be completed shortly and mailed to you at your San Francisco address. We would like to apologize for this delay in Air France's response, but wish to assure you of our attention and commitment to addressing your inquiries.

Thank you in advance for your continued patience, and once again, please accept our apologies for this delay.

Sincerely,

AIR FRANCE



Joan Gabel  
U.S. Counsel