

Name withheld

The Secretary
Aviation Security

Dear Sir/Madam

Two weeks ago we returned on a Lan Chile flight from Argentina. We had booked as a Qantas flight QF322. We were late after a long delay in Auckland because of fog and had missed our connecting flight to Armidale. We collected our luggage and went through customs – all was in order. It was midday Friday 2nd Sept. We then proceeded to the transit lounge, were ticketed for a 3.40.p.m. flight to Armidale and put our luggage through and then were taken on the bust to the domestic terminal. On arrival home at 6p.m. (after 30 hours of flight)!!! I discovered that the combination lock on my case had been broken off, the case had been opened and a digital camera, a Panasonic tape recorder wireless and a folder with notes and CD's from the Conference I had attended and presented at were all stolen. Each of these items were in a pouch – in each case the pouch was left and the one item taken,. In addition to this a half bottle of men's eau de cologne had been inserted in the outside zip compartment of my case – it did not belong to us. I have kept this bottle for fingerprints if needed. I phoned immediately to Baggage at the International airport and was given a reference number. I then wrote to Qantas Travel claims, giving detail and receipts of ownership of the camera, tape recorder and combination lock. Today I phoned as I had not heard and a woman said she would be dealing with it today but was not sure anything could be done. I have copies of the letter and receipts that I sent to Qantas.

I am writing to you as a friend gave us a copy of an article from *About the House* which speaks of your Review and so am sending you this information after having phoned the number listed at the end of the article.

I would be happy to know if you are able to do anything about this. I am appalled at such lack of security with our luggage and if they can insert someone else's eau de cologne in my bag – what else might they be able to insert – such as drugs or bombs!!!!

Thank you for your attention to this

Yours sincerely