

April 28, 1969

Mr. Richard Coleman
Personnel Manager
Air America
Bangkok, Thailand

Dear Mr. Coleman:

Concerning my household goods which arrived in Thailand on April 11th and then were shipped to Vientiane, Laos. Our initial paperwork which was sent through your office had as destination #35 Soi 24 Sukhumvit, Bangkok, Thailand.

On or about March 20th a list of arriving household goods was posted on the bulletin board in the Pat Pong office with our name, the name of the ship, and the date of arrival in Thailand. We questioned your staff on procedures to follow prior to the 11th and were told nothing could be done before the paperwork arrived. Your staff was questioned several times since, getting the same reply. Last Friday your office was questioned again, asking if it were possible for our shipment to have arrived before the paperwork, the reply received was that the paperwork always came first and that our shipment probably didn't get on the ship as first stated.

On Saturday April 26th I asked as a personal favor from Mr. Bob Davis if he would please check on my household shipment, as the normal channel Personnel was very uncooperative. He found out in a few minutes what your office could have, that the shipment arrived as scheduled and then shipped to Laos.

I would have been in your office on the 28th, but my flight schedule would not permit it. My wife inquired into this with your office and as usual was brushed off with it's our problem, but at least you finally gave the local handlers name to contact on our own. Mr. Coleman I am more than slightly upset with the lack of professionalism and courtesy that prevails in your office and if this is entirely my problem with your office refusing any further help in this matter I would like a short memo from you stating this, and I will continue to handle this matter as best I can on my own.

Sincerely,

Capt. J. C. McRainey