

Palestine Liberation Organization  
Secretary General  
Dr. Saeb Erekat  
Negotiations Affairs Department

Athens, January 6th 2016

Dear Dr. Erekat,

Following the statement that PLO issued earlier today regarding the episode that occurred in our A3 928 flight to Tel Aviv we would like to express once again as we did several times to the international media our greatest regrets for the event. Equally we want to reassure that our crew reacted to a very difficult situation only having the safety and comfort of all passengers in mind. Naturally we reject any possibility of discrimination which is of course completely in opposition to the principles we adhere to and which our employees apply.

Once again we attach the announcement we released on the event yesterday to international media, which we feel does explain how events unfolded.

We would like to emphasize that our crew did try for more than an hour and thirty minutes to resolve the situation. Unfortunately by the time that all the security had been rechecked, yes there was unwarranted and indeed unfair continued reaction by a large group of passengers but also the two affected passengers did not feel comfortable to fly. It was mostly out of concern for the two passengers comfort and safety during this flight, after all that had transpired that we suggested they might stay at our expense overnight and indeed board another flight the next day. All through this process all we knew for these 2 passengers is that they like most of the other passengers also had Israeli documents so of course no potential of discrimination from our crew's side existed.

Again we regret the whole event, once which is quite unprecedented in our experience despite flying for many years to the Middle East. We respect the rights of all passengers to travel without any effects of potential racial profiling.

Finally we have already contacted the PLO representative in Greece and requested an appointment to give our assurances and further explain the situation

We remain at your disposal for any clarification.

Sincerely yours,

Dimitris Gerogiannis



A STAR ALLIANCE MEMBER 

CEO AEGEAN