

From: membersvc@qmiles.com <membersvc@qmiles.com>

Date: 2011/12/22

Subject: Your award ticket request

To: [REDACTED]

Dear [REDACTED]

Thank you for your email regarding taxes clarification.

Please be informed that our YQ (Fuel Surcharge) labelled as tax is correct. It is a common practice with many Airlines and our program.

Thank you for your kind attention in this matter.

Sincerely,

Privilege Club Team

www.qmiles.com

From: [REDACTED]

Sent: Friday, December 16, 2011 8:02 PM

To: USA Customer Relations

Subject: Re: taxes on award ticket

Thank you for the prompt reply.

My understanding is that a fuel surcharge is not a "tax": no government or pseudo-governmental authority requires Qatar Airways to collect or remit any fuel surcharge; rather, a fuel surcharge is simply a fee Qatar Airways elects to charge to customers. As such, I believe it is unlawful, under at least the laws of Singapore (the point of origination of this travel) and the United States (my place of residence and the billing address for the form of payment of this ticket), to label this charge as a "tax."

By this email, I request that you return to me, via my original form of payment or another method mutually agreeable, the fuel surcharge amounts that Qatar Airways improperly and unlawfully labeled as a "tax." Please confirm that you will do so. If you do not have authority to act on this request, please forward my message to someone who does.

Thank you,

