

Customer Services Department

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18/07/2012

Private and Confidential

Maarten Of The Family Lusink In Care Of Postbox 79 Non Domestic Winsum, Groningen 9950 AB THE NETHERLANDS

Our Ref. 516705

Dear Sir/Madam,

I acknowledge receipt of your letter dated 12th of July 2012, received in our office on the 18th of July 2012.

Whilst we sympathise with your view, we regret that our position as set out in the letter dated 27/06/2012 remains unaltered.

We are sorry that we cannot be of further assistance with regards to this matter.

Yours sincerely

For and on behalf of RYANAIR LIMITED

Sheered Clarke

Sinead Clarke

Customer Services