

ORIGINAL

Nelsy Hernandez

Complaint

VS

Jury trial Demanded

T.S.A. & Continental Airlines

CV 12 - 2176

I

Plaintiff

Nelsy Hernandez resides at 12019 Remosa Ct Orlando FL 32837

defendant.

T.S.A. resides at 601 12th St Arlington, VA 22202

defendant

Continental Airlines resides at 900 Grand Plaza Dr NHCCR Houston, TX 77067

II

155.05 (155.20 - 155.35) COGAN, J.

III

on our flight to Puerto Rico from Newark NJ # CO 473 May 26 2010 with Continental Airlines our check bag was vandalized and some gold jewelry in the value of \$22,654.00 was removed from the black pouch in which it had been. The pouch was accidentally placed there in the hallway of parking but they had no right to take it, they left everything else untouched

IV

I am seeking \$22,654.00 for the jewelry plus \$50,000.00 for personal injuries

May 01 2012

RECEIVED  
MAY - 1 2012  
PRO SE OFFICE

Nelsy Hernandez

917 304 1024

ORIGINAL

✓

2000

1000



A STAR ALLIANCE MEMBER

Confirmation:

**DE0EX0**

Check-in >

Issue Date: May. 20, 2010

**CV 12**

**2176**

| Traveler           | eTicket Number | Frequent Flyer | Seats   |
|--------------------|----------------|----------------|---------|
| HERNANDEZ/NELSYMRS | 0052159605534  | CO-BD197148    | ---/--- |
| HERNANDEZ/JOSELMR  | 0052159605535  |                | ---/--- |

**FLIGHT INFORMATION**

| Day, Date    | Flight | Class | Departure City and Time      | Arrival City and Time         | Aircraft | Meal  |
|--------------|--------|-------|------------------------------|-------------------------------|----------|-------|
| Wed, 26MAY10 | CO473  | N     | NEWARK EWR<br>(EWR) 7:00PM   | SAN JUAN PR.<br>(SJU) 11:00PM | 757-300  | Snack |
| Thu, 03JUN10 | CO475  | N     | SAN JUAN PR.<br>(SJU) 6:00AM | NEWARK EWR<br>(EWR) 10:07AM   | 757-300  | Snack |

**FARE INFORMATION**

**Fare Breakdown**

|                                  |            |
|----------------------------------|------------|
| Airfare:                         | 206.00 USD |
| U.S. Passenger Facility Charge:  | 9.00       |
| U.S. Federal Transportation Tax: | 32.20      |
| U.S. Security Service Fee:       | 5.00       |
| Per Person Total:                | 252.20 USD |

**Form of Payment:**

VISA  
Last Four Digits 7204

**COGAN, J.**

**eTicket Total: 504.40 USD**

The airfare you paid on this itinerary totals: 412.00 USD

**The taxes, fees, and surcharges paid total: 92.40 USD**

Fare Rules: Additional charges may apply for changes in addition to any fare rules listed.  
NONREF/OVALUAFTDPT/CHGFEE  
Cancel reservations before the scheduled departure time or TICKET HAS NO VALUE.

**Customer Care Contact Information**

We welcome your compliments, comments or complaints regarding Continental or a Continental travel experience. You may contact us using our Customer Care contact form at [continental.com](http://continental.com)

**Important Baggage Information**

For information regarding baggage fees, allowances, weight/size restrictions and embargoes, go to [continental.com](http://continental.com). If your flight originates with one of our codeshare partners or another airline you will need to check the operating carrier for baggage policies.

**Better Just Got Bigger**

Continental Airlines has now joined the Star Alliance network. You can earn and redeem miles on 25 member airlines offering 17,000 daily flights and over 900 destinations worldwide. Go to [www.staralliance.com](http://www.staralliance.com) to find out more. You've earned it.

**Reserve a Conference Room at the Airport**

Presidents Club members can now utilize conference room facilities even if not traveling that day. Stop by any location or call the Presidents Club at 1-800-322-2640 for details.

**IMPORTANT CONSUMER NOTICES**

- Your travel is subject to Continental's Contract of Carriage terms. The Contract is available at any CO ticketing facility, [continental.com](http://continental.com) or by calling 1-800-525-0280. The Contract terms include rules about limits on liability for personal injury or death and for loss, damage, or delay of goods and baggage, check-in times, overbooking, security issues, reservations, denial of carriage, refunds, claims limits and restrictions, including time limitations for filing a claim or lawsuit, and schedule changes and irregularities.

