

C-LAP-COM-2026-0635

Callao, July 2nd, 2026

Dear
Kelly Mesh
Present.-

We are writing to you on behalf of Lima Airport Partners S.R.L. (LAP), the operator of Jorge Chávez International Airport (AIJC), to respond to your complaint submitted on June 27, 2026, regarding the theft of personal belongings from your checked baggage during your journey with LATAM. Your complaint has been registered in our complaint management system under No. 12509.

First of all, we would like to thank you for taking the time to share your experience at this terminal with us; we sincerely regret the situation you have described. Your message has been forwarded directly to an LATAM representative at this terminal so that appropriate action can be taken.

If you would like to provide any additional feedback regarding the services provided by this airline, you may contact the company directly via the following link: <https://www.latamairlines.com/pe/es/centro-ayuda/crear-caso>.

It is important to note that, in accordance with current regulations, the airline is responsible for the safekeeping of checked baggage from the moment it is received at the check-in counter at the point of origin until it is delivered to passengers at the destination, and our company has no involvement in these procedures; therefore, we lack the authority to address your request¹.

Notwithstanding the foregoing, we must emphasize that if a passenger feels they have been treated inappropriately or received substandard service from an airline, they should direct their complaint to the airline itself; and, if they deem it appropriate, they may subsequently report the incident to the competent consumer protection authority².

Finally, we must note that, in accordance with the provisions of Section III of the "OSITRAN Regulations on Complaint Handling and Dispute Resolution"—a document published on our website and accessible via the following link: <https://www.lima-airport.com/pasajeros/ositran> should you disagree with the decision, you may file the appeal of your choice—Reconsideration or Appeal—with LAP against this response letter within fifteen (15) business days, starting from the first business day following notification of our letter. To do so, you must submit the relevant challenge via a letter or email sent to

¹ Pursuant to the provisions of Article 40 of OSITRAN's Regulations on Complaint Handling and Dispute Resolution, this complaint is deemed inadmissible, as it pertains to a service not provided by our client.

² The competent authority to which we refer is the Instituto Nacional de Defensa de la Competencia y de la Protección de la Propiedad Intelectual (INDECOPI).



AEROPUERTO INTERNACIONAL
JORGE CHÁVEZ
Avenida Elmer Faucett s/n – Callao
Edificio Central
T (511) 517 3100
www.lima-airport.com

the following email addresses: mesadepartesvirtual@lima-airport.com and/or reclamos@lima-airport.com; you may also contact our staff during business hours via the complaints hotline (517-3500).

We have nothing further to add and remain at your service.

Sincerely,

LIMA AIRPORT PARTNERS S.R.L.

A handwritten signature in black ink, appearing to read "Juan Jose Salmón Balestra".

JUAN JOSE SALMÓN BALESTRA
Gerente General

A handwritten signature in black ink, appearing to read "Rocío Espinoza Olcay".

ROCÍO ESPINOZA OLCAY
Gerente de Reputación