



## Topic: LFI offloading Passengers

Dear Team,

Today, we had to offload a passenger who had a checked-in bag. The TRC provided the tag number for the bag that needed to be removed from the hold.

Please always ensure that, once the loading team finds the bag, you need to double-check that it is the correct one. Unfortunately, today the wrong bag was offloaded, and the one that should have been removed flew with the flight.

It is better to delay the flight than to offload the wrong bag, safety always comes first.  
Thank you!

Regards,

Aquil