

18/12/2017

Private and Confidential

Ms Thandeka Xhakaza

18 Burnside Road
Dublin
D11 2EP
01 452 4442/4443

BUDSTN

Our Ref. 1987869/ATQ9JG

Dear Ms Xhakaza,

On behalf of Ryanair and especially the crew of flight FR183 on the 08/12/2017, I would like to sincerely thank you for coming forward and providing your medical expertise to assist our crew with the medical situation which occurred during the flight.

All Ryanair cabin crew receive basic CPR training as part of their initial and recurrent safety training, as is the case with most short haul airlines. However, when medical situations arise, we request medically trained passengers to assist, and if necessary, we divert to the nearest available airport to allow suitably qualified ambulance personnel to deal with medical emergencies.

I reiterate our appreciation for not only the care you provided to the patient but also the support that you provided to the crew on flight FR183.

Yours sincerely



Bill Hutchinson
Senior Director of Customer Service