



**JAPAN AIRLINES**

RVV/K-603342SK367

February 16, 2018

Ms. Yulia Balanova  
National Research Center for Preventive Medicine  
of the Ministry of Healthcare of the Russian Federation  
Bld. 10, Petroverigskiy Lane, Moscow 101990  
Russia

Dear Ms. Balanova,

Thank you for flying with Japan Airlines for your recent trip.

We would like to express our sincere appreciation for the voluntary assistance kindly given to our cabin crew on the flight JL422 on January 28, 2018 from Moscow to Tokyo/Narita when we needed an immediate medical treatment for a passenger.

Your timely action to the passenger's needs was greatly esteemed not only by the passenger but also the crew members. We truly appreciate your assistance and thoughtfulness. As a token of our gratitude, we are pleased to send you the enclosed small gift. We would be grateful if you would accept it.

Once again, thank you for your kind cooperation. On behalf of Japan Airlines, we sincerely hope to have the privilege of serving you again on your next trip.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Midori Masuda', written over a light blue horizontal line.

Midori Masuda

Director

Customer Support Office

Japan Airlines Co., Ltd.