

A. N. A. M. A.

ASSOCIAZIONE NAZIONALE AGENTI MERCI AEREE



SEZIONE DELLA FEDERAZIONE NAZIONALE
DELLE IMPRESE DI SPEDIZIONI INTERNAZIONALI



Milan, November 21st 2017
MM/ac Prot. n. 31

To all Anama Members

To the kind attn. of Airfreight Manager

Subject: Disservices of airlines.

During Anama Assembly, held on November 9th last, one of the main topics was the quality of the service recently offered by airlines.

The inquiry we urged you to answer before the above-mentioned Assembly has highlighted an ever-growing dissatisfaction of air cargo agents, which today reached levels that are no longer tolerable.

Continuous and unwarranted unloading of goods, unanswered replies to the request of spaces reservation, absolute lack of transparency in the information, performance levels now unqualified, failure to respect the contracts in all aspects.

These are the disadvantages generated by airlines that many associates complain about, having never lived this way throughout their career.

It is obvious that what above stated does not in any way depend on our member companies, so we strongly suggest you to inform customers in a timely and correct manner of what is happening on the market.

As Anama we are working to report on all levels the disservice that is being caused not only to air cargo agents but to the entire Italian economy.

I invite you to keep the Association updated about the situation.

With my best regards.

The President
Marina Marzani

Aderente alla CONFETRA – Confederazione Generale Italiana dei Trasporti e della Logistica

20124 MILANO – Via Cornalia, 19 – Tel. 0267154.1 – Fax 0267.072.285
<http://www.fedespedi.it> - e - mail: anama@fedespedi.it