

**Letters from Neil Shepherd to Harriet Green, Thomas Cook (2013)**

30 July 2013

Neil Shepherd

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Dear Mrs. Green,

I feel that I need to write to you today in order to express my anger at your latest company statement issued after yesterday's High court ruling.

How can a company issue a statement saying the thoughts and sympathy of everyone at Thomas Cook will always be with the family and friends of Christi and Bobby?

Where have the thoughts and sympathies been when we have struggled to cope for the last seven years?

Where were your thoughts and sympathies when we had to finance multiple trips to Corfu in order to get justice for our children?

Where were your thoughts and sympathies when we had to plead with easyjet to waive baggage excess whilst your party was chartering private jets?

The only thoughts and sympathies your company has is on a piece of paper given to the media as a damage limitation exercise!

It states in the news bulletin that substantial damages have already been agreed to be paid to the family by the hotel, which again is something of a joke!

Due to the fact that we do not have a bottomless pit of money and had run out we were pushed into accepting a derisory offer due to the Greek economy and the threat of possibly receiving nothing.

Every penny of compensation I have received has been invested for my children.

It states that you are claiming damages for the trial costs along with compensation and refunds of affected holiday makers!

As an affected holiday maker let me explain to you what I received in relation to a refund on my holiday, absolutely nothing from Thomas cook. I had to get a refund through my travel insurance but couldn't get a full refund because I was there for a day without incident!

How do you think that makes me feel?

As for the trial costs I had to beg and borrow for mine with no chance of reimbursement.

We are now at the point of having the embarrassment of the Legal aid agency prying into our financial situation in order to try and secure some funding for the forthcoming inquest.

Apparently I have to pay people to tell me how my children died as well as funding Ruth, myself and childcare throughout the inquest.

You can argue all day long that legally my children's deaths were nothing to do with your company but morally?

I paid my money to Thomas Cook, where was your duty of care?

After almost seven years I now feel I would like to meet with both yourself (in your capacity as the CEO of Thomas Cook) and Mr. Manny Fontella-Novoa and give you the opportunity to personally express your sympathy and explain a few things person to person.

Until this time I would appreciate it if your company would refrain from issuing statements of this nature.

Yours Faithfully

Neil Shepherd

[Sent four months after previous letter]

Neil Shepherd

XXX

Dear Mrs. Green

It is now over 4 months since I wrote to you and I am still awaiting a reply.

I have spoken to Mr. Peter Stewart of Field Fisher Waterhouse on more than one occasion, firstly to establish you had indeed received my letter.

Having established that you had received my letter but your secretary was taken ill before a reply was sent I was promised by Mr. Stewart a reply would be forthcoming.

Several weeks later I again spoke to Mr. Stewart only to be told that a Director of Thomas Cook was going to respond to me.

The only reason I am writing to you again is that I have not received a promised reply and do not feel it fair to keep involving Mr. Stewart who was good enough to find out you had received my letter and a reply would be sent.

Yours Faithfully

Neil Shepherd

**Email correspondence between Neil Shepherd and Peter Stewart, Partner for Field  
Fisher Waterhouse (2013)**

**From:** neil shepherd  
**Sent:** 04 September 2013 11:38  
**To:** Stewart, Peter  
**Subject:** Thomas Cook Statement

Dear Mr Stewart

Last month after the High Court ruling I wrote to Mrs Harriet Green expressing my upset and anger regarding Thomas Cook issuing upsetting and inappropriate statements along with several other points.

The letter was sent recorded and was signed for.

Would you be good enough to find out whether or not the letter did find its way to Mrs Green as I have had no acknowledgement that it has been received.

Thank you

Neil Shepherd

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**From:** Stewart, Peter  
**Sent:** 04 September 2013 16:57  
**To:** neil shepherd  
**Subject:** RE: Thomas Cook Statement

Dear Mr Shepherd

Thank you for your e-mail. I am investigating with Thomas Cook, and I will revert during the course of next week.

Regards,  
Peter Stewart

**Peter Stewart | Partner**  
for Field Fisher Waterhouse LLP

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On Fri, Sep 13, 2013 at 5:16 PM, Stewart, Peter wrote:  
Dear Mr Shepherd

I am sorry to have taken so long to reply.

Ms Green has indeed received your letter, and had prepared her response, intending ( and indeed assuming) that it would have been with you by now. Unfortunately, because of the sudden serious illness of her secretary, Ms Green's letter was not despatched to you, and this has only just been realised. You will shortly receive a personal response from Ms Green.

Regards  
Peter Stewart

**Peter Stewart | Partner**  
for Field Fisher Waterhouse LLP

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**From:** neil shepherd  
**Date:** 4 October 2013 10:12:22 BST  
**To:** "Stewart, Peter"  
**Subject: Re: Thomas Cook Statement**

Dear Mr Stewart

I am sorry to bother you again as I know you are a busy man.

It has been 4 weeks since I contacted you regarding my letter sent to Mrs Green. Having still not received any kind of reply its good to know the importance me and my family are considered by Thomas Cook doesn't seem to have changed!

I can only presume that I am not getting a reply and I am sorry to have bothered you in the first place.

Regards

Neil

----- Forwarded message -----

**From:** neil shepherd

**Date:** Wed, Nov 13, 2013 at 1:11 PM

**Subject:** Thomas Cook Reply

**To:** "Stewart, Peter"

Dear Mr Stewart

Over 3 months have passed since I initially wrote to Mrs Green and quite frankly I am staggered and quite upset that nobody has bothered to write back to me in that time.

Even after you were good enough to find out that Mrs Green had indeed received my letter and had promised to personally respond I am still waiting!

In our last conversation you told me that one of the directors was going to respond to me, but yet here I am again writing an email to you.

I am genuinely sorry I got you involved as I know you are not part of Thomas Cook but I felt at the time you would help me find out if my letter had been received.

If I wasn't so upset at the lack of response I would just forget about it and realise that a company as big as Thomas Cook doesn't give a dam about a Father who lost both his children whilst on holiday with them.

The fact that they have told you they will respond is the only reason I am writing to you again as I feel that you have been put in an awkward situation.

I completely understand their lack of response is nothing to do with you but having been promised a reply the least they could do is actually send one!

Regards

Neil Shepherd

**From:** neil shepherd

**Date:** 9 December 2013 14:54:47 GMT

**To:** "Stewart, Peter"

**Subject:** **Fwd: Thomas Cook Reply**

Dear Mr Stewart,

Another month has passed without a promised response.

Would you please be good enough to email me back stating whether or not I am ever going to receive one.

Thank you and regards

Neil Shepherd