

25 March 2020

Kia Ora

Re: Cancellation to NZ78 and NZ77 flight between Taipei and Auckland,

I would like to express my sincere apologies for the cancellation of our flights Taipei - Auckland – Taipei.  
The affected flights are listed below:

Flight number	Departure Airport	Arrival Airport	Effective dates
NZ78	Taipei	Auckland	13/19/20/27/28/31 March 2020 02/04/05/07/09/11/12/14/16/18/19/21/23/25/26/28/30 April 2020
NZ77	Auckland	Taipei	02/05/07/09/12/14/16/19/21/23/26/28/30 May 2020 02/04/06/09/11/13/16/18/20/23/25/27/30 June 2020

**Insurance Claim**

This letter also serves as confirmation of above flights cancellation should you wish to attempt to claim any associated costs through your travel insurance provider.

Once again I sincerely apologise for the disruption this may have caused to your travel plans. Should you wish to discuss this further, please feel free to contact our Customer Relations team at:

Air New Zealand Customer Relations  
Private Bag 92007, Auckland 1142, New Zealand  
Email: [flightcomment@airnz.co.nz](mailto:flightcomment@airnz.co.nz)

Yours sincerely

Air New Zealand  
Taiwan Branch Office

