

# AA Security Event Report E&P Division

## Section 1

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Station: **LHR**      Duty ISC: **D BANGER**      Airline: **AA**      Station ISC: **D BANGER**

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Report Date: **30 JULY 2008**

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Event Type: **Incident**      Last Name: **VROOM**      First Name: **JAQUES**

Passport Country: **USA**      Ticket Routing: **DFW-LHR-DFW-BNA**      Security Classification: **N/A**

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### Summary of Situation

Security Manager Dee Dhillon and ISC Gurds Nagra held a briefing with Sonja Carabello and George Bartulevicz from corporate security on July 29<sup>th</sup> 2008 to organize an exercise involving three separate passengers all arriving and departing on AA. Mr. Jacques Vroom was the primary focus of the exercise. Vroom is a long time AA Airpass holder and Executive Platinum member #5035924. He has abused the AAirpass program and in conjunction with corporate security G Bartuleviz was to hand deliver him a letter from legal revoking the AAirpass and denying any further travel. Additionally S Carabello was to interview passenger Mukharji.

Passenger Vroom was arriving into LHR on AA50 landing 30<sup>th</sup> July with passenger Mr. Eric Olson (PNR# KRKWNM). Vroom had a booking departing on the same day on AA 51 (PNR# KOSCNE). The third passenger in the link is passenger Mr. Auyon Mukharji also booked AA 51 .

It was planned Dee Dhillon and Gurds Nagra would covertly meet AA50 and follow both passengers. Davinder Banger and George Bartulevicz would be on standby at the Flagship Lounge, airside, to serve Vroom his letter. Sonja Carabello was accompanied by Paul MacMahon (AA LSA) at AA check in to intercept Mr. Auyon Mukherji as he attempted to check in for flight AA50 30JUL.

AA 50 was delayed into LHR and arrived 10:43. D Dhillon and G Nagra followed passengers Olson and Vroom, at the connection point passenger Vroom proceeded to UK immigration to land himself and passenger Olson went into the connections area for terminal three. After the two passengers split it was decided to pursue passenger Vroom. D Banger and G Bartulevicz were contacted and asked to make their way to landside.

Vroom made his way to Flagship check-in in an attempt to check in for AA 79. The check in agent at the flagship lounge was given permission to go ahead and check-in Vroom for his flight. After Vroom checked in he left the flagship facility and was immediately approached by G Bartulevicz (revenue protection corporate security) and D Banger. He was served the letter that with immediate effect his AAirpass membership was to be cancelled along with his AAdvantage privileges. He was advised that he would no longer be allowed travel on AA at all. The check in agent at the flagship lounge was then asked to cancel Vroom's booking and bag tag. Vroom was also told that he would need to make alternative arrangements to get back to the USA.

At approx 11:20 Mukharji approached the AA first class check in at LHR Terminal three. The check in agent proceeded to check the passenger in and then referred him to the AA LSA as a selectee passenger. Paul MacMahon, AA LSA, asked the passenger to accompany him to an office to ask him a few questions regarding his ticket and itinerary.

Mukharji was escorted to one of the passenger services offices, and was questioned further by Sonja Carabello regarding his stay in London and his relationship with Vroom. He stated he had known Vroom since March through a friend and had not paid any money to Vroom for the first class ticket. Mukharji is a 22 year old young man and seemingly inexperienced. He claims to be a musician originally from Kansis

City and trying to break into the music industry in Nashville Tennessee – played the mandolin very well! This was the second time he has met Vroom and travelling with him for the first time.

After questioning Mukharji, S Carabello advised the passenger that his ticket was now void and cancelled due to Vroom's AAirpass membership being revoked. Sonja then started to re ask Mukharji about how he obtained his ticket for travel and how much he paid. Mukharji insisted that he did not pay for his ticket.

At this point AA LSA P MacMahon informed D Dhillon of the outcome of the conversation with Mukharji. She advised Vroom was now at the first class check in the main terminal and if we were ready to we bring Mukharji out to meet with Vroom.

When the two parties met they were left to discuss their relevant predicaments. Vroom then insisted on talking to "the highest ranking person on duty at LHR" to try and sort out his expulsion from the AAirpass program and also him not being allowed to fly on AA. At this request S Carabello spoke with Vroom and made a phone call to try and find out some information to assist the passenger, she then informed him that he would now have to deal with AA legal as they are the only persons in a position to advise him.

Once asked to leave the AA check in area, Vroom insisted on coming back to ask more questions at this point LHR Police Community Support Officer's removed Vroom.

#### Conclusion of Situation

Vroom has been denied travel on AA. All his travel privileges on AA have been revoked

Olson proceeded into the departure lounge for terminal 3. His whereabouts is not known. Immigration were contact however advised they had no means of checking if the passenger had cleared entry into the UK today. This is done manually by landing cards.

Mukharji has assisted AA corporate security with their investigations, and has been authorized to travel on AA 47.

Throughout the incident local Metpol officers were on standby in case Vroom got abusive. Although Vroom remained calm throughout their involvement was needed when he would not leave the check-in area.

#### Actions Taken

SOC Notified: N/A      SOC MOD Name: N/A

Passenger Refusals Only: N/A

Reason for Refusal: AAirpass privilege abuse.

Police Notified: Yes      Police Contact Details: PC Chris Thomas  
US Destination OAL's Notified: N/A

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