



Special Commission of Inquiry into the Ruby Princess

EXHIBIT 61

Email of K Gill re refund from Princess Cruises, dated 24 April 2020

[REDACTED]

From: [REDACTED] on behalf of [REDACTED]
[REDACTED]@princesscruises.com.au
Sent: 24 April 2020 08:20
To: ALONDERO [REDACTED]
Subject: Princess Cruises / XLDK5Q

Good day Anthony,

Thank you for taking my call yesterday.

As discussed, your insurance claim covered your medical bill and we offered as a goodwill gesture to cover your insurance excess.

I am please to confirm that I have processed a cheque for \$500 to cover this for you. Please allow approximately 60 days for this process and the cheque to arrive at your address we have listed.

Kind regards,

Kathy Gill

Customer Liaison Officer
Princess Cruises



[REDACTED]

w: princess.com | w: carnivalaustralia.com