Q—As the president of Royal Hawaiian Air Service, I read with interest last week your complaint of a reader whose baggage was lost while flying to Molokai with a "small air carrier." I feel that leaving the carrier's name blank was somewhat unfair to those commuter air carrier and air taxi operators who do make good on baggage claims and otherwise operate in a responsible manner. Royal Hawaiian Air Service, the State's oldest and largest commuter air carrier always has carried insurance to cover lost baggage and states this fact right on its published schedules. Will you please tell your readers that the irresponsibility and unconcerned attitude of one anonymous carrier does NOT apply to all of us in the air commuter industry in Hawaii?

A—The reader who sent in the original baggage question had found out the hard way that small air carriers are not required to carry baggage insurance. He asked that future passengers be warned. I felt Kokua Line could offer the most help to readers by informing them of requirements. By not naming the air carrier, I realize all commuter carriers became suspect. I had hoped that prospective passengers who are concerned about possible baggage losses would question air carriers on insurance coverage before scheduling their flights.

It's a technique used often by Kokua Line. You'd be surprised at the number of instances when a company is not named that others in the field think they are guilty and take corrective measures, too.