

## **Submitted to the Canadian Transportation Agency (Form submission)**

**Subject:** Consultation on proposed changes to strengthen the Air Passenger Protection Regulations

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While I'm happy to see new consumer-friendly regulations, I believe there need to be steps to improve the dispute system especially in regards to claims denied by airlines under false pretences.

It has become very apparent that airlines are more than willing to invent or lie about circumstances under which flights are cancelled on order to deny or delay compensation to consumers. There needs to be disincentive for falsely denying claims and overburdening the regulatory system, including financial penalties or other punitive measures.

The current system does little to prevent airlines from denying claims under false pretense as a matter of default policy, and this needs to be fixed before other changes will have significant impact