

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Karen Boyd

Date: 2023-07-12

Airlines must provide accurate information at the time of delay. This information must be used for any compensation requests. They cannot go back and change the information after the fact in order to limit compensation.

The strategy is to delay hoping that the customer gives up. The system is so user unfriendly that it discriminates against many people.

An industry that has 50000 registered complaints is clearly broken.