

Submitted to the Canadian Transportation Agency (Form submission)

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

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Please implement a compensation system like the European Union model. Right now, Canadian airlines view compensation as a joke - with no customer support and no speedy resolution. The problem is so bad, particularly with Air Canada, that we fly only KLM or Air France to Europe. Air Canada needs to remember that we, the taxpayers (their customers) bailed them out in Covid pandemic, and that the proper and gracious treatment of their customers **MUST** be their primary focus. Immediate and substantial penalties ensure that European airlines comply with their rules. Canada should do the same with our airlines.