

Submitted to the Canadian Transportation Agency (Form submission)

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When the airline denies a claim, they should not be allowed to give generic reasons instead of specific ones. **<Removed >** Airlines should not be allowed to shut their customer service desks until the affected passengers have had hotels booked and food vouchers provided. **<Removed >** At the very least, enforce a maximum wait time on the phone.

Use the EU compensation system - there is far less confusion and less opportunities for airlines to outright lie to their customers.

Fine airlines when it is demonstrated that they lied - otherwise what is the incentive to be truthful?