

Submitted by email to the Canadian Transportation Agency

Subject: Airline refunds!

Hi. I am writing as a private citizen who experiences cancelled airfare during COVID. The airlines have held my funds for months. These thousands of dollars are sorely needed by my family in this time of crisis. It is not the consumers responsibility to the airlines interest free loans!! All cancelled fares should be refunded, as is mandates in other countries. The government is free to provide whatever support the industry needs, but it needs to be done separately from airlines holding funds fr services they couldn't deliver. The government bodies must reinforce consumers fundamental right to a refund when services are not rendered.

Brian Cormier