

## Submitted by email to the Canadian Transportation Agency

**Name:** Changsheng Xu

**Subject:** Consultation on new refund requirements

My name is Changsheng Xu and I am writing this letter to get help with the love for my daughter and grandson and the feeling of anger with the situation. This situation forced me to write this formal letter. This is something I haven't needed to do over 40 years. I am begging for help from you to get back our \$1,468.74 from Air Canada because we do not have money to buy food. My spouse and I came to America to visit our first grandchild but have been stuck too long because of Covid. I suffer from diabetes, hypertension, and Meniere's disease and my wife suffers from coronary heart disease and chronic anemia. We do not have money to get medical treatments here. My daughter does not have a job and with our 18-month-old grandson, we are suffering from food shortage. I have been getting wild green plants, like dandelion to our diet. My heart is bleeding when I see my daughter will choose \$1 food instead of \$1.5. It is all because of us that we add financial burden to my daughter so when Air Canada had tickets even requiring transit in Canada, we bought the tickets. However, our tickets were cancelled by them in October 2020. We requested refund from them multiple times but failed with only voucher. Under this extreme and rare medical disaster, please help us to get our money back for food. I promise we will buy tickets from Air Canada in the future when possible. Thank you very much in advance for your help! 70-year-old Changsheng Xu

我叫许长生.今天以非常气愤的心情和疼爱女儿和外孙的心情，拿起了我40多年没拿过笔的手写信求助大使馆领导，帮助我女儿把买Air Canada的机票的钱要回来，因为连吃饭的钱都没有了，我于2019年9月和老伴到了美国，看第一个出生的外孙，因疫情被困，我患糖尿病，血压高，美尼尔氏综合症，老伴患心脏病，慢性贫血，水土不服，看病吃药都没有钱，因女儿没有工作，又添加了个孩子，造成了连吃饭都非常困难，被迫挖野菜，蒲公英，马齿苋，早上做汤，中午撒干面蒸着吃，晚上炒吃，眼看着女儿买吃的有一元的，不买一元五的，我和老伴的心如刀割一样。都是我们来添了经济的困难，再也不能拖累女儿了，有从加拿大的转机机票也要买也要走，2020年10月又被Air Canada通知因疫情取消了，我女儿向Air Canada航空公司，加拿大航空局Canadian Transportation Agency多次写信反应退钱，都被告知不退钱，留做积分备用，在这百年不遇的世界性疫情，造成

了非常不便，求助领导帮我女儿要回**机票**钱好吃饭，我们保证有机会一定买加拿大的机票  
。感谢！**求助人70岁许长生**