

**Submitted to the Canadian Transportation Agency (Form submission)**

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**Subject:** Consultation on new refund requirements

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Booked a flight from Toronto to New York in January 2020, for a trip in April. It was cancelled in March and I was contacted by BudgetAir that we were eligible for a refund. In September 2020 I was contacted saying my refund had been processed and it was with the airline (West Jet). Since then I have emailed multiple times with no response and there is no number for me to contact customer service. I have attached the September email stating my refund process and the refund amount.

Thanks.

**<attachment removed for privacy reasons>**