

Contact Type

Contact Type: **Airline/Industry**

Organization Name: **All Nippon Airways**

Contact Information

First name: **Jon**

Last name: **Cascarella**

Comments

Feedback: - **The \$790 fee appears exorbitant, and the estimates in table 1 (particularly the RO/employee salary and benefit costs) very high and less than transparent.**

- **It is our view that it would be unfair to charge this fee in cases where no violation on the part of the airline is found.**
- **It is our opinion that the fee should apply only to eligible complaints received by CTA after the finalized fee comes into force, and certainly not to those received prior to September 30, 2023.**
- **It should be made clear that the fee would be charged only once per "eligible" complaint, and not per customer involved in the complaint.**
- **Fee payment terms and method(s) should be made clear**

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