



**EGYPTAIR AIRLINES**

*Toronto office*

In regard to the new Proposal for Air Travel Complaints fee, please:

1. Airline is already paying the passenger the compensation and on top of it we should not have to pay Transport Canada for a complaint the passenger is filling.
2. There are lot of cases, airlines have resolved with passenger, yet passengers are filling complaint with Transport Canada with a hope to get more through Transport Canada, cases are later dismissed by the Transport Canada, in these cases the complainant is not bearing any cost the Airlines is incurring.
3. If Airlines have to dispute to a case, we have to appeal through Federal court which is a costly process, it cost the Airline the lawyer fee and other administrative court fees which will be thousands of dollars. There is no easier way for the airlines to dispute a case.
4. Transport Canada Complain Resolution office is there to assist travelers, and not the Airlines so it will just be fair that the travelers share the cost.
5. Cases Transport Canada is currently handling are sometime more than 3 years old, and it is difficult for the Airline to gather and arrange documents that old in just 14 days, if we request for extension, we are only given 4 extra days, which is not enough time. And if we gather all documents after the 14days then we are asked to appeal through Federal Court
6. If Airlines have to pay for instance CAD 1000 to passenger as compensation for a ticket that cost around CAD 2000, Airlines is already losing 50% here and after paying Transport Canada fee CAD 790, Airline is losing everything. Even though for any delay within Airline's control which can happen for many different reasons other than passenger safety or outside Airline's control, EgyptAir is providing passenger with other alternative flight, full refund and fee of change with EgyptAir and yet having to pay the compensation to the passenger.

Taking everything into account, Egyptair does not agree to pay for any cost.

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