

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **Jeff**

Last name: **Gershenzon**

Comments

Feedback: It's a perfect proposal. Right now the airlines don't really care when they break the rules cause they know that if passengers complain it will take over a year until the complaint is resolved, and in the worst case scenario they would have to compensate the passengers. for delays, ..., etc. Something that they could do right on the spot. The proposed mandatory processing fee on top of the compensation amount would serve as punitive damages cost and encourage the airlines to compensate the passengers right away to avoid the processing fee. I think that the processing fee should be much higher (\$2,000 per legitimate complaint) which will encourage even grater on the spot dispute resolution between the parties.

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