

## Contact Type

Contact Type: **Passenger/Consumer**

## Contact Information

First name: **Lucas**

Last name: **Kam**

## Comments

**Feedback: I do not see any compelling reason why the fixed fee should not be determined by a percentage larger than 60% of the total costs estimated by Table 1. As a consumer and a taxpayer, why should I be expected to shoulder 40% of the Office's costs. A higher fee should be levied to really make the airlines understand that consumer protection is a right, and should not be a mere "cost of doing business".**

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