

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **wayne**

Last name: **Mazur**

Comments

Feedback: I agree with this proposal. This will hopefully reduce the amount of valid compensation claims the airlines are rejecting and pushing into the CTA backlog. Seems like airlines are purposely rejecting most claims because they are aware it will buy them around two years before the CTA will even get to review the complaint. They are basically receiving an interest free loan for two years. The airlines are also hoping the passengers go away and drop the complaint if they have to wait years for it to be resolved. Airlines are also not receiving any penalties from the CTA when they repeatedly lose decisions.

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