

Submitted by email to the Canadian Transportation Agency

Subject: Public Opinion on APPR

Dear Sir or Madam,

This message is in regard to the new APPR proposals by a handful of Canadian airlines and IATA, including offering vouchers in lieu of refunds and reduced consumer protection.

I am an aviation expert, with 20 years in commercial aviation in Canada and worldwide.

Let it be known firstly, that Canada lags behind many developing countries state airlines in terms of consumer services and airline customer policy. If one looks at airline carriers services and policy in the Middle East or S.E. Asian airlines - sadly we are well below their service standard levels.

To further insult paying passengers by offering Canadian airlines an "interest free" loan paid for by the passengers by issuing vouchers instead of refunds, is an affront to the consumer. It will most certainly backfire in the industry and delay recovery. Loss of consumer trust is already happening on a big scale due Covid.

In addition, social media is circulating ideas about the CTA being complicit in supporting airlines, not the consumers, and further eroding trust. I certainly hope they are wrong.

Thank you.

Best wishes and Seasons Greetings,

S, Sherard

Aviation expert