

**Submitted to the Canadian Transportation Agency (Form submission)**

**Name:** Samer Hannawayya

**Subject:** Consultation on new refund requirements

**Date:** 2-17-2021

I booked a trip of 3 flights itinerary from Erbil (EBL) Iraq to Calgary (YYC) on 5th Sep 2020 including two insurance from opodo.co.uk. The insurance include full refund upon flight cancel. Due to my circumstances and covid 19 I had to change the flight to another day. Their agent told that it will take long time so I asked him to cancel the flight and I purchased a new ticket with the same itinerary but in a different date. Since that time till now (6 months) they haven't pay me back my canceled ticket.

reservation no or confirmation no **<REMOVED>**

email **<REMOVED>**

Name Samer Hannawayya

**<attachment removed for privacy reasons>**