

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

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**Subject:** Consultation on new refund requirements

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Hello,

I would like to briefly share my very frustrating experience. We had to cancel our return flight from Costa Rica to Toronto in order to book an earlier flight since the borders were closing due to Covid19-in early March 2020. We received a credit from United Airlines. In October 2020, I requested a refund and it was promptly issued. The problem was we received an email confirmation that 4 refund cheques were mailed to a party we had never heard of at an address unknown to us (RSH travel in BC). We had booked the flights online with Cheapoair. We had over 20 calls with Cheapoair for the last 3 months (they could not find the cheques, or had to deal with different departments etc etc). After threatening legal action they finally paid the amount on Feb 19 which they received from United Airlines Nov 4, 2020. However, they refused to pay the US value which is what was confirmed by United Airlines, they only paid us the Canadian value which is a difference of \$536. We are still struggling to get those funds back. It has been very challenging dealing with them and we don't know where to turn. We wished the airline would have paid us directly or that the travel agencies would be held accountable to pay the consumer within 30days for example.

Thank you