

Submitted by email to the Canadian Transportation Agency

Subject: n/a

Hello, just a reminder that your role is to support the consumer not the Airlines. My family had 4 tickets that were cancelled by Air Canada in April and we had these vouchers FORCED upon us. I requested multiple times that I did NOT want this, I wanted my refund that I was legally entitled to per the APPR and the US DOT. My husband and I were both laid off, a voucher is of no value to me and this is MY MONEY NOT AIR CANADAS. please do right by your consumers and the people you work for as they've lost faith in you.

Tina vessair