

# How do you deal with EU261 on a budget as an airline?

## EU261 Facts



One A321 with 2 delayed sectors could cost £104,000 in EU261 claims by your passengers. That is without the time, manpower and solicitors costs it takes to manage and process those claims.

Claims can go back 6 years.

If your airline is based in the EU or has passenger flights into or out of the European Union where passengers were delayed over 3 hours. The airline could be liable for passenger compensation.

## Does your airline fly into or out off Europe



## Claim Companies are setting up. Are you ready?

- ▶ Example: euclaim.co.uk  
165,578 passengers have used their service  
97% Success rate  
EUclaim has already earned over Euro 41,400,000
- ▶ Example: flightdelays.co.uk  
Already ready recovered for their clients £2,400,000
- ▶ Example: flightcompensation.com  
42,000 passengers have used their service  
£5,500,000 recovered  
97% Success rate
- ▶ Example: flightright.co.uk  
400,000 passengers have used their service
- ▶ Example: flight-delayed.co.uk  
320,000 passengers have used their service  
97% Success rate (in court)  
943 Euro average compensation claim  
292,707,200 Euro estimate

## What are the Claim Companies doing?

Some claims companies are setting up sophisticated databases that track all EU delayed flights. They also record which passengers claims get paid and which do not, so they have a good idea if a new claim will succeed or not.

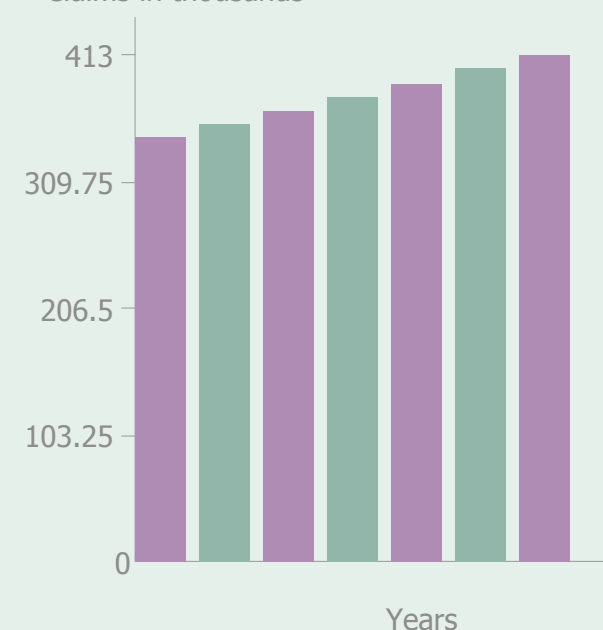
Most but not all claims companies will take on a compensation claim on a no win no fee, so what does the passenger have to lose?

## How can airlines flight this tidal wave of claims?

Airlines need access to data. This data needs to be collated into a searchable easy to use format. You need schedules, bookings, delays all cross-referenced and put into an easy to use web-based search tool. Which once searched will give the yes or no to whether the claim is valid or if not why.

## Estimated UK based EU261 claims

Claims in thousands



Using the UK Governments expansion figures

Years	Claims in thousands
2014	346
2015	356
2016	367
2017	378
2018	389
2019	402
2020	413

## How can Flight Register Help?

Flight Register have a hosted PNR database which can be used to identify all passengers booked on flights, cross check against the passengers that boarded at the gate. It also stores the schedules, delays and all reasons for the delay including codes. The database will store and log all claims against a PNR locator on a delayed flight so there are no duplicate claim payments.

## Reporting which passengers are due compensation

- Highlighted list of qualifying flights
- Drill-down list of qualifying passengers
- Web API to link airline website for passengers to search against
- Reason why a passenger failed to qualify, including a comments box if the passenger does not agree to escalate
- Optional: Identify Rogue PNR, none flown sectors highlighted
- Optional: Produce an Ancillaries Sales Report