

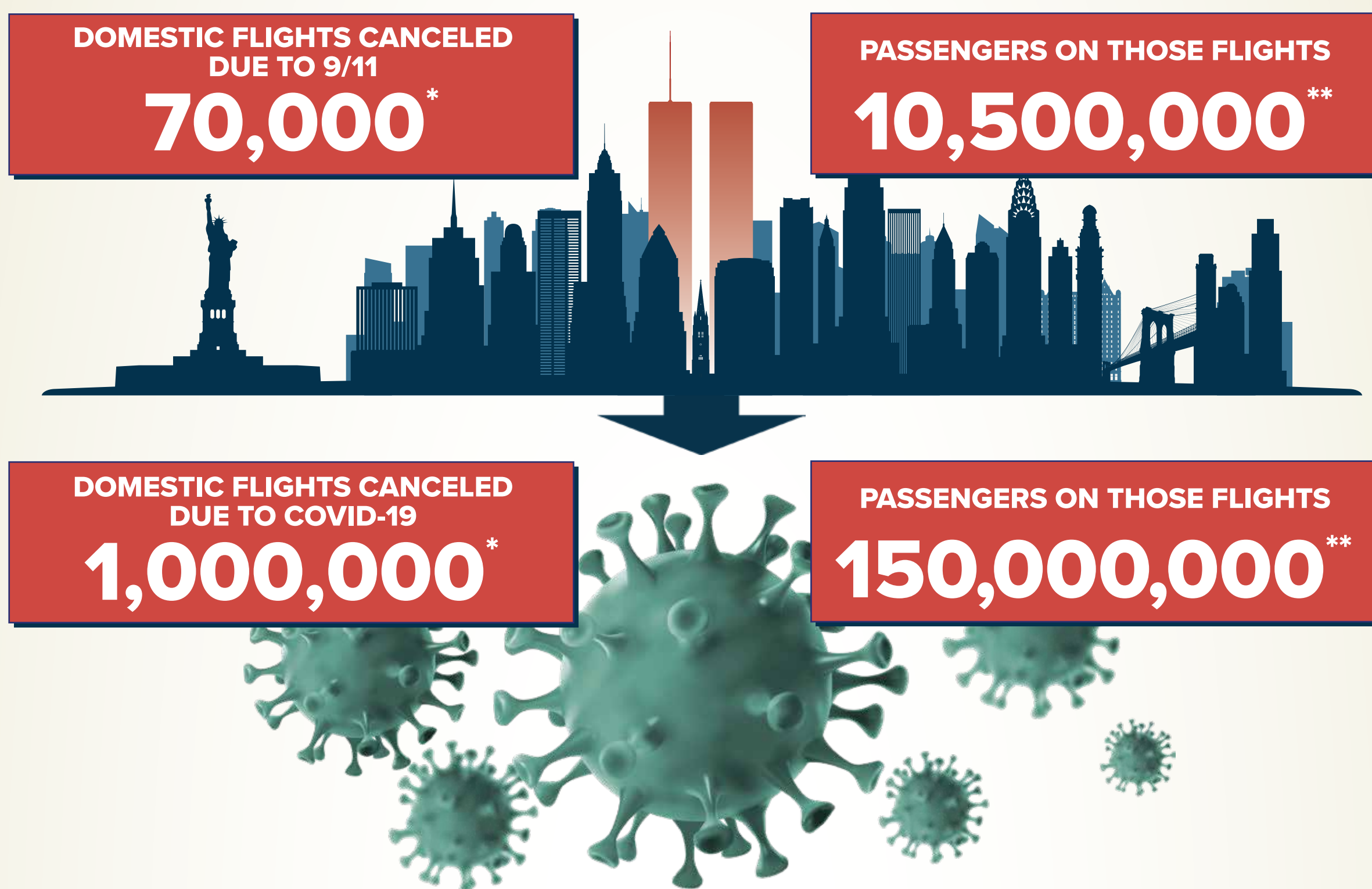
Where the HECK is my refund?

WORLDWIDE, THERE ARE 590 MILLION PASSENGERS IN NEED OF REFUNDS



LET'S PUT IT IN PERSPECTIVE

Until recent events (COVID-19), **The September 11th terrorist attacks** were the worst thing that happened to air travel. In fact, most travel companies used 9/11 as a **measure of how ready they are** if disaster strikes again.



THAT'S 14 TIMES MORE THAN THE "WORST-CASE SCENARIO"

9:10	PARIS	CANCELED
10:00	BEIJING	CANCELED
10:40	MADRID	CANCELED
11:00	MILAN	CANCELED
11:40	TOKYO	CANCELED

WHAT ABOUT COVID-19 CANCELLATIONS ACROSS THE WORLD?

FLIGHTS CANCELED
4,000,000*

PASSENGERS ON THOSE FLIGHTS
590,000,000**

So, where does that leave my refund?



The airlines' queue of refunds is so deep that some airlines **temporarily inhibited** everybody's ability to process refunds so that they could process what they have already and **slow down the outgoing cash flow**.

Once your refund has been requested, it could take the airline **8-24 weeks** to get a customer a refund.

OUR SOURCES

- <https://data.worldbank.org/indicator/IS.AIR.PSGR>
- <https://www.transtats.bts.gov/TRAFFIC/>

*Numbers are approximate and based on number of flights that have been canceled per week over a 6 week period

**Numbers are approximate and based on the average number of passengers per flight (150) compared with flights canceled

THE ENTIRE TRAVEL INDUSTRY APPRECIATES YOUR PATIENCE WHILE THEY PROCESS THESE REQUESTS.