



# DAMAGE REDRESS APPLICATION FOR AIR TRANSPORTATION USERS

## DAMAGE REDRESS PROCEDURE AND ACTION PLAN FOR AIR CANADA CUSTOMERS

In accordance with article 61 of the Aviation Business Act and article 64 of the Enforcement Rules of the same Act, you might fall into one of the compensatory damages' categories for Air Canada customers. You must use the form below to submit a complaint.

Remember redress won't be provided in cases where the air traffic operator proves damages were due to unavoidable circumstances such as bad weather conditions, unexpected but necessary measures for safe operation and maintenance, natural disasters, or flight connections, etc.

Air Canada will process your claim within 14 days of receipt of application or within 60 days if Air Canada needs more time for a translation or to proceed with further investigation, etc.

You can decide how you want to be notified of the outcome: phone, text, email, or mail.

After receipt of outcome, customer may file for an appeal by completing the appeal application and sending it to Air Canada by mail or email; the appeal will be forwarded to the Korea Consumer Agency.

## SENDING YOUR DAMAGE REDRESS FORM:

Mailing address:

Air Canada Korea  
Customer Relations Department  
6/F, Room No.5, Leema Building, 42 Jong-ro 1-gil,  
Susong-dong, Jongno-gu, Seoul, South Korea 03152

Office:

Customer Relations Department at Air Canada Air  
Canada Airport Offices  
Telephone #: **08087 04123**  
Email: [customerrelationskorea@aircanada.ca](mailto:customerrelationskorea@aircanada.ca)

## APPLICANT INFORMATION

FIRST NAME	FAMILY NAME	DATE OF BIRTH	GENDER (MALE/FEMALE)	
ADDRESS				
CONTACT NUMBER		EMAIL		
BOOKING REFERENCE				
FLIGHT NUMBER	SEAT NUMBER	DATE	FROM	TO
FLIGHT NUMBER	SEAT NUMBER	DATE	FROM	TO
FLIGHT NUMBER	SEAT NUMBER	DATE	FROM	TO



**Type of damage (check one):**

Failure or delay of the airline

Mileage expired without notice

Oversold flight tickets

Loss and/or damage of checked baggage

Unable to board a flight due to a lack of information about the boarding gate, flight number, etc.

Delayed payment of refund for cancelled flight tickets

Impediments to boarding due to failure to install mobility facilities

Missing mileage due to airline's negligence

**Basis for calculation of requested amount**

**Details of damage (who, what, where, when, why, how?) \***

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Preferred method of communication:**

Phone

Text

Email

Mail

\*Redress is not provided if the damage is due to uncontrollable circumstances, such as bad weather conditions, unforeseen maintenance required for safe flight operations, natural disasters, issues with flight connections, etc.

**I hereby apply for damage redress based in accordance with article 61 of the Aviation Business Act and article 64 of the Enforcement Regulations of the same Act as of this \_\_\_\_\_ (day) \_\_\_\_\_, (month) \_\_\_\_\_, (year)**

APPLICANT'S SIGNATURE

**(CUSTOMER RELATIONS DEPARTMENT USE ONLY)**

The agent investigating your complaint will complete this section.

**Damage Redress Receipt for Air Transportation Users**

**I hereby confirm that this application for damage redress has been received based on article 61 of the Aviation Business Act and article 64 of the Enforcement Regulations of the same Act as of this \_\_\_\_\_ (day) \_\_\_\_\_, (month) \_\_\_\_\_, (year)**

AUTHORIZED SIGNATURE	FULL NAME (PERSON IN CHARGE)
DEPARTMENT	APPLICATION NO.: