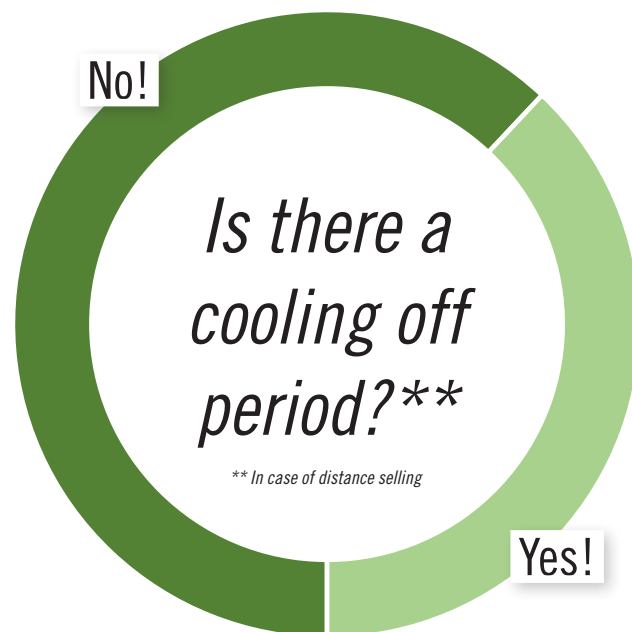


PRIVATE CLAIMS COMPANIES

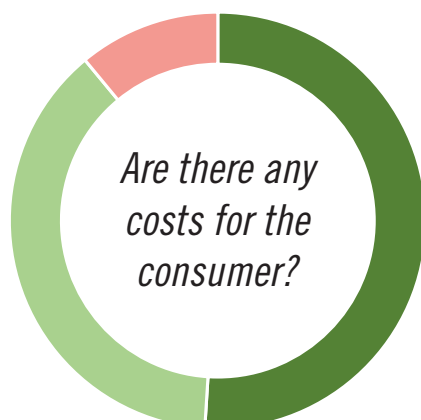
— and how they inform the consumers*

There is a growing market for private claims companies, one of the reasons might be the lack of knowledge among consumers about their air passengers rights and how to complain.

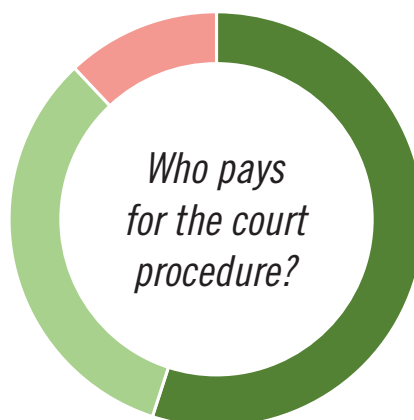
One consequence of using these companies is that consumers miss at least 20 % of the compensation they are entitled to. Moreover, there are some private claims companies that do not comply with consumer law themselves, some lack information regarding the cooling off period or clear price information.



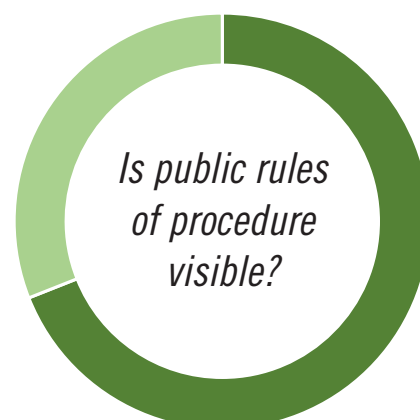
* Results from the answers to a questionnaire, examining 36 claims companies, sent to the ECC-Net. Annex 1 in the report ECC-Net Air Passenger Rights Report 2015.



- Yes, a percentage in case of success
- No information available on the website
- Yes, a fixed amount



- The private company pays the court fees
- No information was available
- The consumer pays the court fees



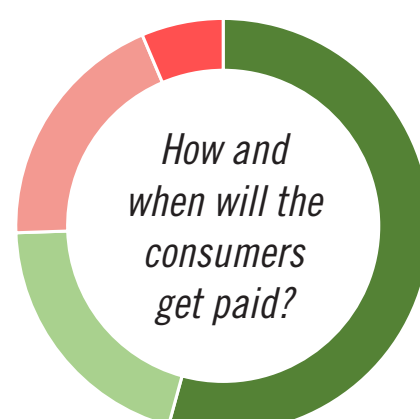
- Rules of procedure on their website
- No information available



- Exclusivity agreement
- No exclusivity agreement



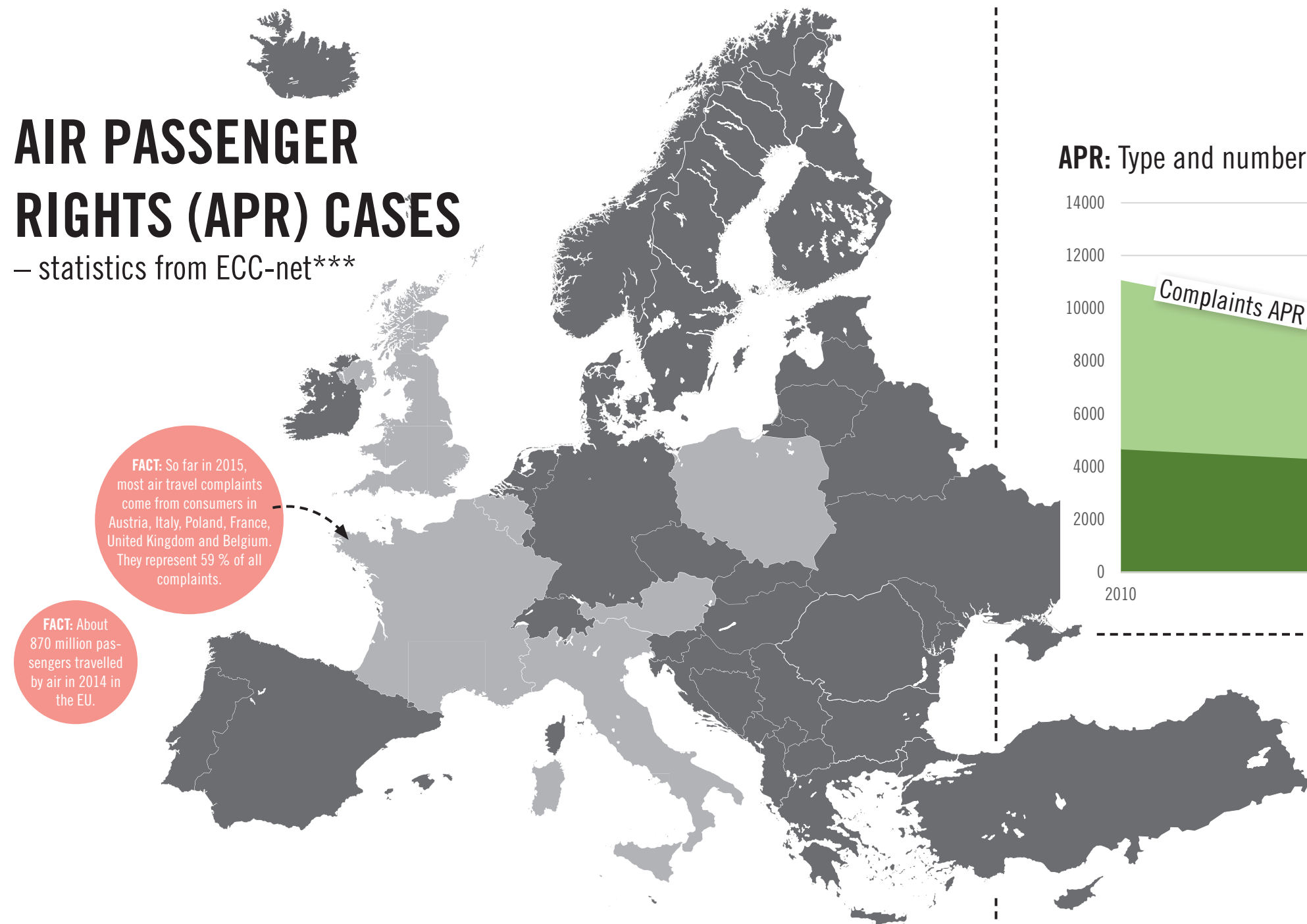
- No information about how long time it takes for the company to handle the case.
- Incomplete information about how long time it takes for the company to handle the case.
- No information was available on the website



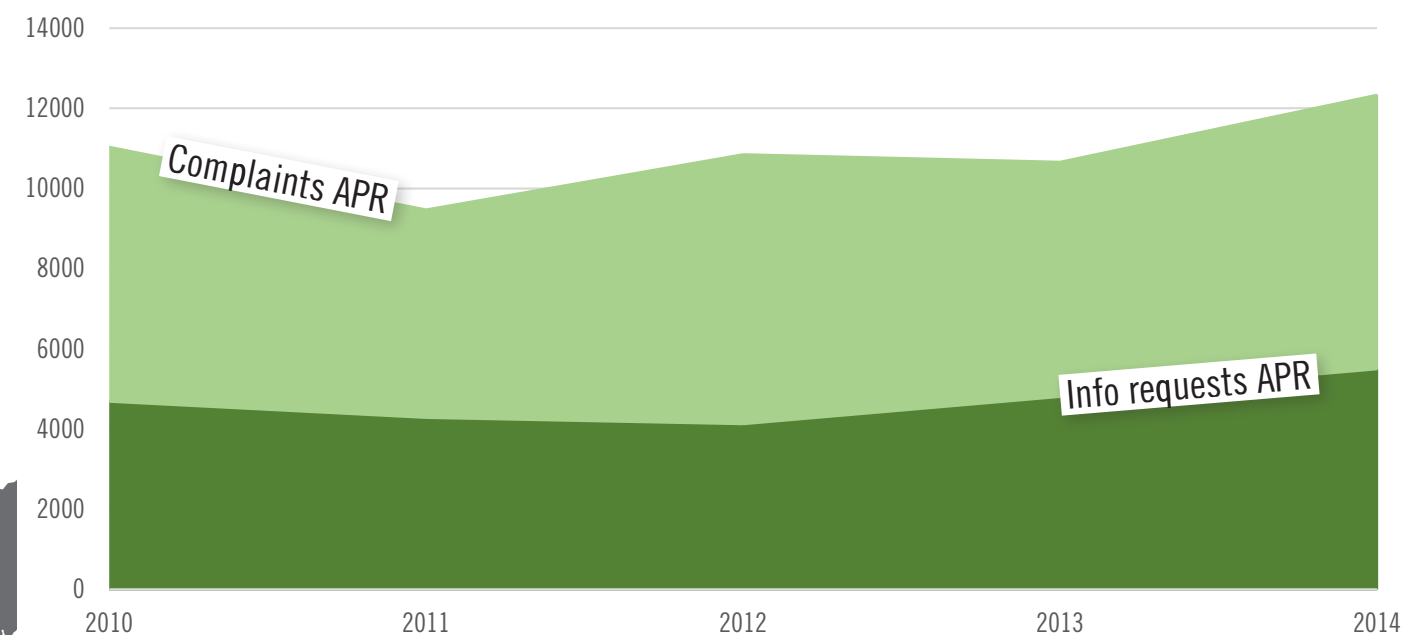
- No information was available on the website
- Within a specific timeframe
- When the money is received from the airline
- Other solutions

AIR PASSENGER RIGHTS (APR) CASES

— statistics from ECC-net***

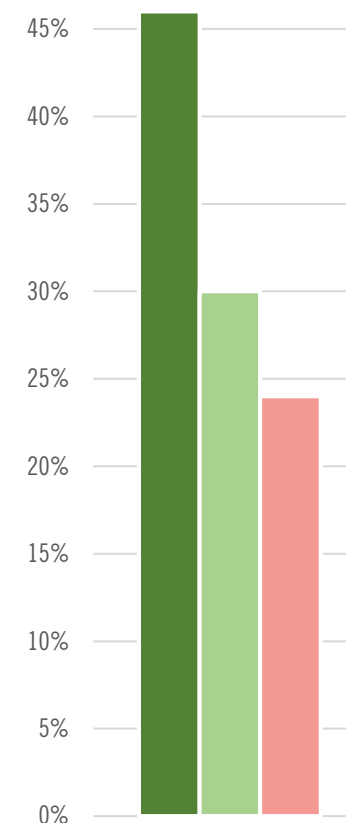


APR: Type and number of request



FACT: The ECC-Net had in total 12 337 contacts regarding air passenger rights in 2014. Out of the contacts in 2014, less than 13% had a question or a complaint about luggage issues. The ECC's that had the largest number of consumer complaints 2014 was Italy, Belgium, Poland, Spain, France and the UK.

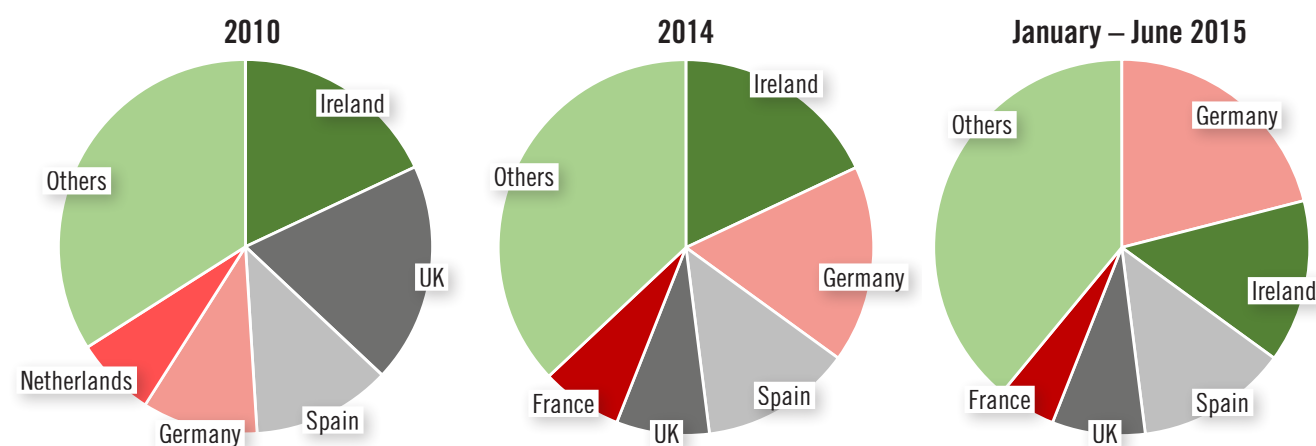
APR: Outcome of complaints 2014



● Amicable settlement obtained
● No solution found
● Case transferred

*** Statistics from DG Justice and Consumers.E.5. Data: ECC Database.

TOPLIST: Country of air carrier with most complaints



COMPLAINTS: Type of transport services

