

From: [DLO_CKing](#)
To: [aviationconsumer](#)
Subject: FW: Airline compensation feedback [SEC=OFFICIAL]
Date: Monday, 15 September 2025 4:24:34 PM

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From: Paul [REDACTED]
Sent: Thursday, 11 September 2025 9:04 AM
To: Minister.King.MO
Subject: Airline compensation feedback

You don't often get email from [REDACTED]

Hello

I believe you're seeking feedback into consumer protections for customers, from airlines who delay or cancel flights.

I support this move but my recent experience with Finnair in Europe has highlighted to me just how difficult this is for airlines.

I was delayed and missed a connecting flight recently from Milan to Helsinki, in July 2025.

I've applied for compensation under the European rules but Finnair are taking a long time to settle. I've had multiple emails from them updating me on the status of my complaint (thankfully), but they say due to industrial action it's taking longer than expected.

I suspect it's because they don't have the in-house people power to deal with all the refunds. I also suspect that airlines will have to hire additional support to deal with this issue and the cost will be passed onto everyone in the form of higher fares.

Perhaps ai can handle these issues but businesses are reluctant to use ai when it comes to giving refunds and prefer a human to deal with it.

Anyway that's my two cents.

Regards

Pau [REDACTED]
[REDACTED]