



How Airlines can manage passenger experience during disruption

CAPA World Aviation Summit 2023

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AirHelp. Here to help.

Global Flight Disruption landscape

+110 M

No. of Pax affected
by significant flight
disruptions in 2023

65-85%

% Increase of flight
disruptions across
regions since COVID

USD 75-88 BN

Cost of flight disruption to the
economy across all regions



Increasing air passenger awareness & stricter regulations emerging globally

Disruptions lead to customers' frustration and decrease in satisfaction



Flight issues significantly disrupt passengers' plans...

68%

Share of passengers who say that flight disruptions causes them **significant stress**

53%

Customers forced to spend **additional money** for flights, accommodation or meals



...which leads to frustration and decrease in customer satisfaction

63%

Share of **passengers NOT provided with basic care**, e.g. food and drinks

3/10

Average **customer satisfaction** with airlines' disruption management process

Moving from Chaos to Confidence

The cause of the disruption is not important. It comes down to **how we handle it**. This is where we can make a difference. It becomes an **opportunity**.

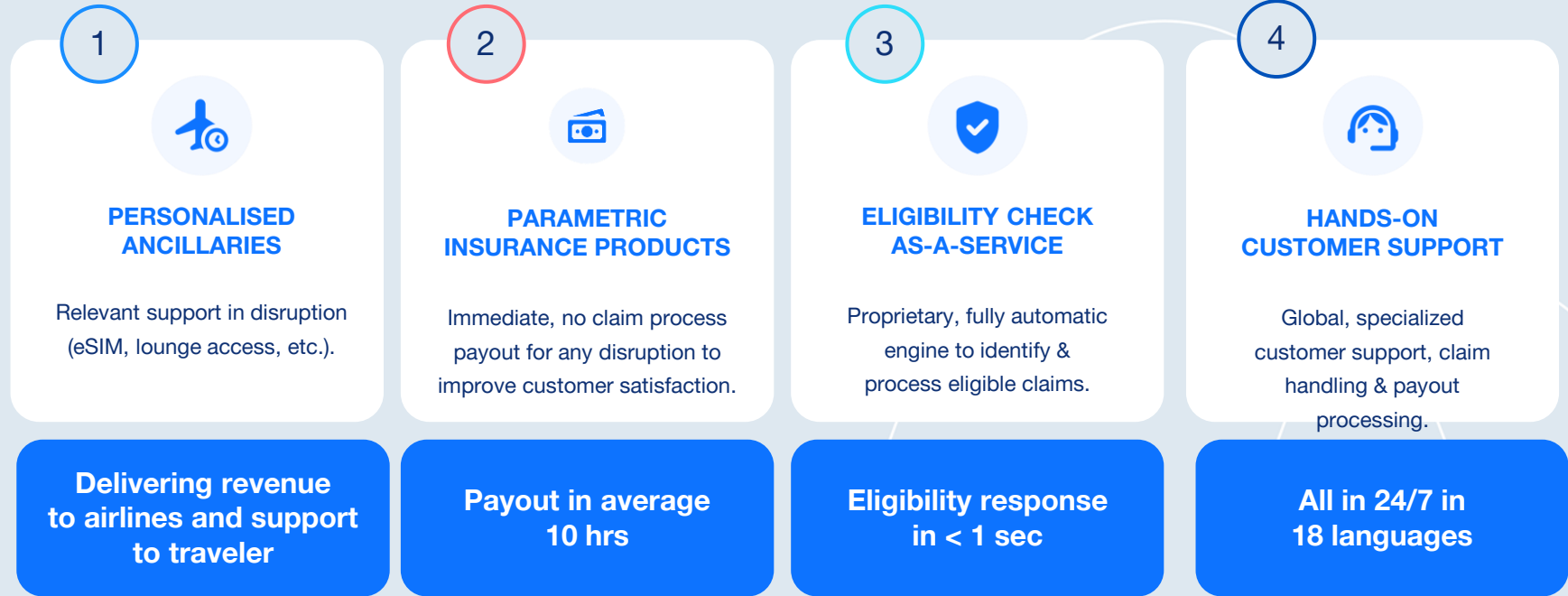
+60%

Increase in customer satisfaction by proactively communicating customers about the situation

- ✓ Personalized communication
- ✓ Proactive service offering
- ✓ Transparency
- ✓ Empowering



How can we help? **AirHelp** for airlines



Working together to make a real difference to existing processes, profitability, and most importantly to travelers...



New revenue streams

UNIQUE PRODUCT OFFERING

Proactive insurance payout & ancillaries to **differentiate your offer** and deliver **revenue increase** and better experience to customers

A WIN-WIN MODEL

...which can **finance already existing compensation costs**

CUSTOMER SATISFACTION

Clients who feel they are taken care of when things go wrong, are satisfied, **remain loyal** and increase spending



Cost synergies

COST STRUCTURE OPTIMIZATION

Claim **processing costs included** in the share from revenues

EFFICIENCY & AUTOMATION

Hands-off eligibility check, data collection, etc. & short claim processing time

PROACTIVE APPROACH

Clients receiving immediate insurance payout are satisfied & **less likely to file for compensation**

Our solutions help to optimize compensation cost paid to passengers by providing additional revenue as well as decreasing nr of customers applying for compensation

We are the global leader in flight disruptions' customer experience and claims



- 15M** Served customers
- 8%** Share of all claims filed, processed by AirHelp
- 24/7** Availability of our customer support
- 18** Languages spoken
- 193** Countries our customers come from
- 32%** Air passengers aware of AirHelp
- 4.6** Trustpilot rating (based on 160K reviews)

Thank you for your attention!

Tomasz.Pawliszyn@AirHelp.com

