

**Consumer Protection Cooperation (CPC) network action on airlines' COVID-19 related cancellation practices**

**Implementation table submitted by Eurowings**

**Date: 25.03./2022**

***[NB: The Commission and CPC authorities may decide to publish this implementation table]***

In the context of the CPC network's coordinated investigation into airlines' COVID-19 related cancellation practices, 16 major airlines operating on the EU market have made wide-ranging commitments to clear their reimbursement backlogs, offer cash reimbursement for unused vouchers that had been pushed on consumers in the early stages of the pandemic and better inform consumers about their cancellation-related passenger rights.<sup>1</sup>

This implementation table outlines the commitments made by Eurowings, the measures taken by Eurowings to implement its commitments, the state of play of implementation as well as any issues encountered by Eurowings that still need to be resolved in order to achieve full implementation.

<b>Commitment</b>	<b>Measures taken by the airline</b>	<b>State of play of implementation / currently remaining issues</b>
<p><b>1. Clear remaining reimbursement backlog by 1 September 2021</b></p> <p><i>Which measures did the airline take to clear the backlog of pending reimbursement requests by 1 September 2021? And what was</i></p>	<p>EW optimized the refund processes (communication, automation, staffing) and cleared all reimbursement backlog by 1 September 2021.</p>	

<sup>1</sup> [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://european-council.europa.eu/media/en/press-summaries/Pages/2021/03/10.aspx)

<p><i>achieved concretely?</i></p> <p><i>In case of remaining problems: Which measures did the airline take to address those problems and clear the remaining backlog of pending reimbursement requests? What is the expected timeline for full implementation?</i></p>		
<p><b>2. Refund passengers within 7 days</b> as required under EU law (at the latest from 1 September 2021 onwards, since there should be no more reimbursement backlog from that date on [see point 1 above])</p> <p><i>Which measure has the airline put in place to allow all passengers to be refunded within 7 days as required under EU law? When was this achieved concretely?</i></p> <p><i>What is the current average time of reimbursement (in case it is above 7 days)? In case of remaining problems: Which measures has the airline put in place to tackle those problems and achieve the target of refunding passengers within 7 days and what is the expected timeline for</i></p>	<p>EW confirms that there has been no reimbursement backlog since SEP21 and all refund requests are handled &lt;7 days in average. From March to April a very small percentage of cases is older than 7 days. Reason for this was a higher volume due to ongoing strike events and passengers not using the digital tools and services but writing a letter/email instead.</p> <p>In order to be able to meet the 7-day deadline consistently, even with high volumes, we are currently working on improving the artificial intelligence used for processing refunds. The systems are being specifically trained to filter out refund requests as accurately as possible and then prioritize their processing. In the event of high volumes, including postal volumes, resources in the call centers are reallocated or increased.</p>	

<p><i>achieving that target?</i></p>		
<p><b>3.</b> Provide clear <b>information</b> to consumers about their <b>passenger rights</b> in the event of a flight cancellation by the airline</p> <p><i>How does the airline ensure such clear information in its communication to consumers about their cancellation-related passenger rights? (You may wish to detail by channel of communication, e.g. website, emails sent to passengers notifying them about a cancellation, flyers given at the airport, call centre routines, chatbot, ..)</i></p>	<p>As provided to the CPC, Eurowings has improved its communication to customers on all channels and is continually reviewing information provided to passengers.</p>	
<p><b>4. Present</b> the different options the passenger has in the event of a flight cancellation by the airline (<b>rerouting, refund in money</b> and – if offered by the airline – refund in a voucher), <b>with equal prominence</b> on the websites, e-mails and other communication to passengers</p> <p><i>How does the airline ensure that</i></p>	<p>Eurowings is compliant.</p>	

<p><i>options that a passenger has when their flight is cancelled are presented with equal prominence?</i></p>		
<p><b>5. Clearly distinguish</b> in the in the communication to passengers <b>flight cancellations by the airline</b> (and the passenger’s ensuing statutory rights) <b>from flight cancellations by the passenger</b> (and possible contractual rights that the passenger may have in those cases under the airline’s terms and conditions of carriage)</p> <p><i>How does the airline ensure that in its communication to passengers there is a clear distinction between flight cancellations by the airline (and the passenger’s resulting statutory rights) from cancellations by the passenger (and possible contractual rights that the passenger may have in those cases under the airline’s terms and conditions of carriage)?</i></p>	<p>As provided to the CPC, Eurowings has improved its communication to customers on all channels and is continually reviewing information provided to passengers.</p>	

<p><b>6. Offering reimbursement in money to passengers holding unused vouchers that had been pushed on them</b> (i.e. issued without the passenger having an effective choice to opt for reimbursement in money instead).</p> <p><i><b>NB:</b> The CPC Network considers that vouchers that were issued by Eurowings between 01/03/2020 and 23/07/2020 had been pushed on passengers. Eurowings' commitment to offering reimbursement in money therefore concerns all unused vouchers that were issued by Eurowings between 01/03/2020 and 23/07/2020.</i></p> <p><i>How did the airline inform the holders of unused vouchers issued during the specified period?</i></p> <p><i>Has this information campaign been completed and which results had been achieved by the end of 2021?</i></p> <p><i>In case the airline encountered any</i></p>	<p>As committed to the CPC, Eurowings has informed all passengers holding unused vouchers that were issued by Eurowings between 01/03/2020 and 23/07/2020.</p>	
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<p><i>problems: Which measures has the airline put in place to tackle those problems?</i></p>		
<p><b>7. Inform passengers about the possibility of requesting a refund directly from the airline</b> and any conditions for requesting a direct refund on their websites, for passengers <b>who booked their flights through an intermediary</b> and are experiencing difficulties</p> <p><i>How does the airline assist passengers having difficulties obtaining a refund from the intermediary they bought their ticket from? How this is reflected in the relevant communication to passengers? (Please break down by channel of communication, e.g. website, routines for call centre, instructions in self-management tools, chatbot, ...)</i></p>	<p>As stated before, Eurowings will reimburse passengers who are entitled for a refund, regardless of how they purchased their ticket.</p>	