



An EC261 case study and a new solution

Background

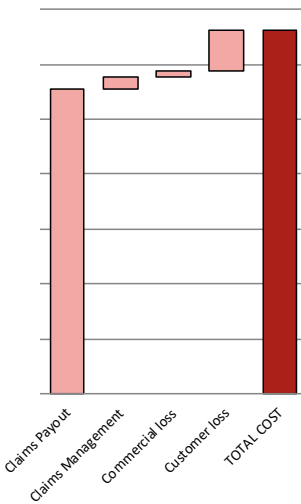
EC261 requires airlines to provide compensation of between €250 and €600 to passengers in respect of delayed or cancelled flights or denied boarding. This is a burden for every airline which operates within or out of the European Union, regardless of how well run the airline is.

Assessing the problem

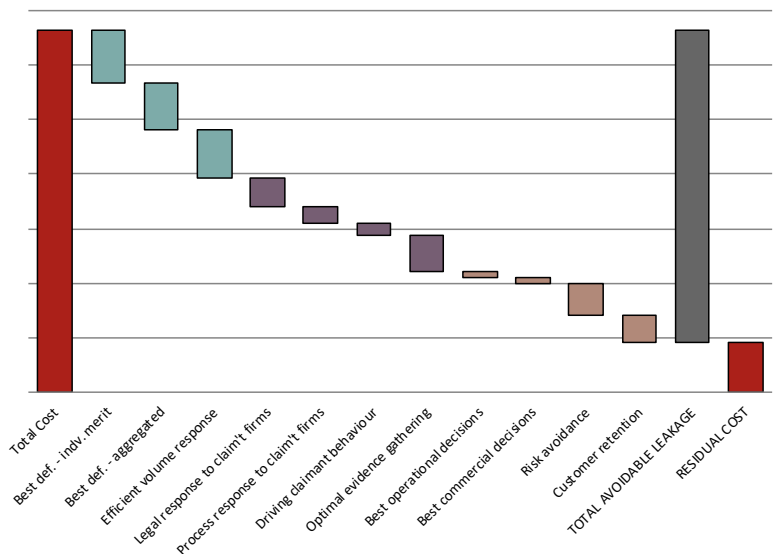
What is the total value leakage?

What value leakage is avoidable?

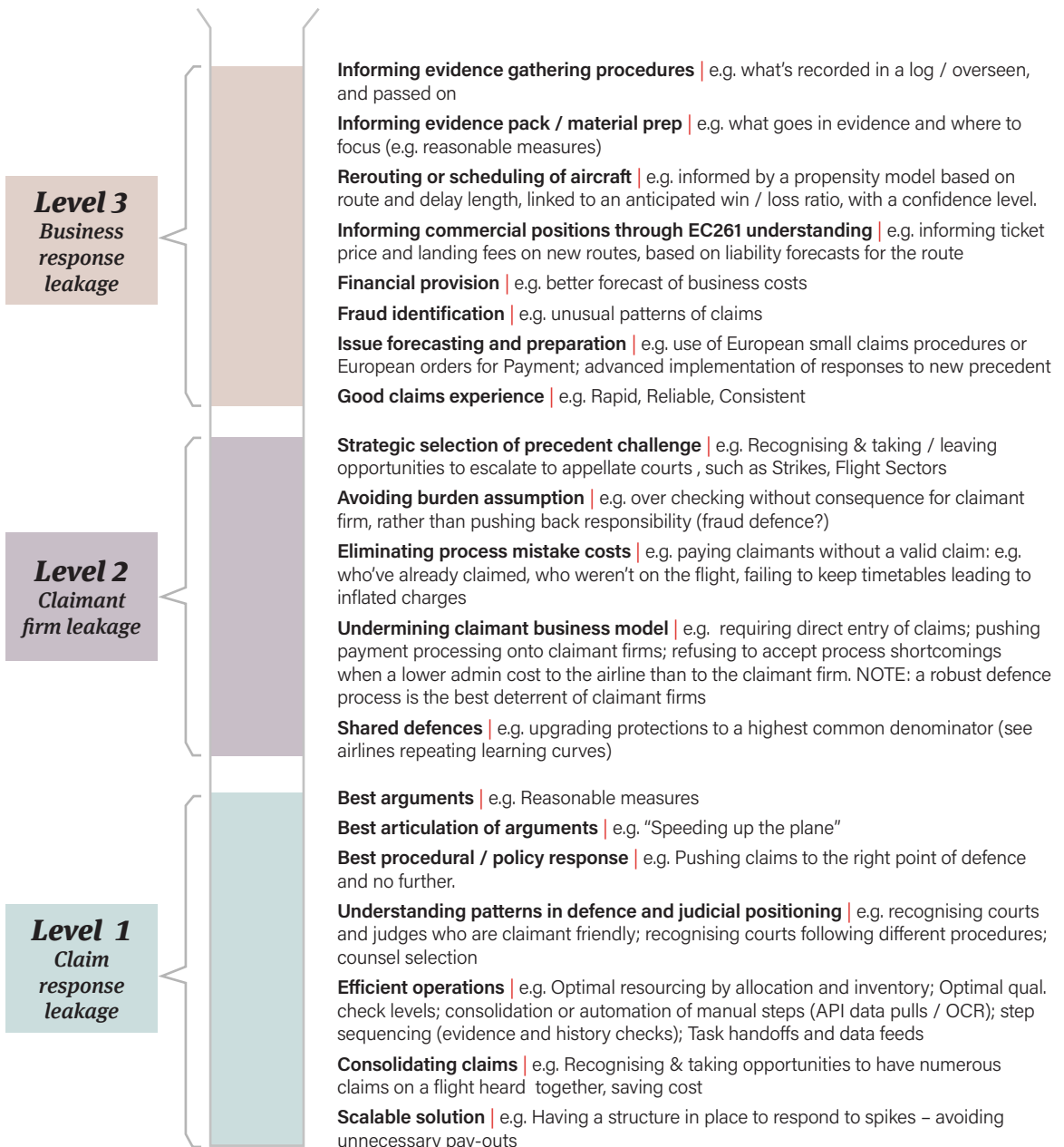
Total Value Leakage



Avoidable Leakage



Value leakage



Process and solution



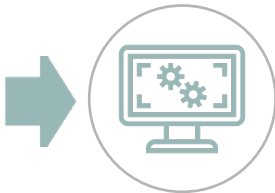
Letters before action



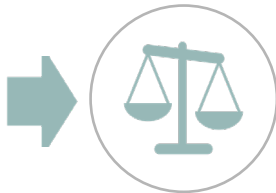
Flight information



Letters before action and claims forms



Information extracted



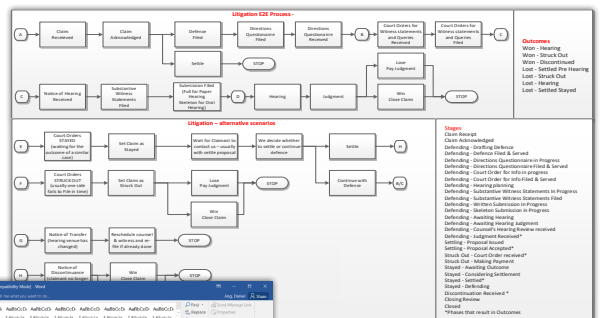
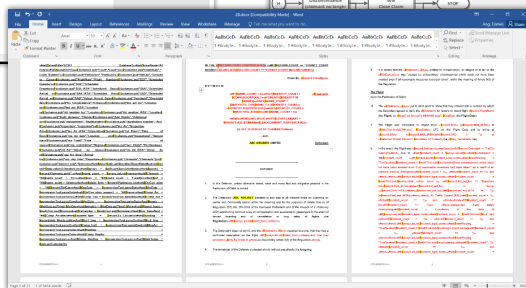
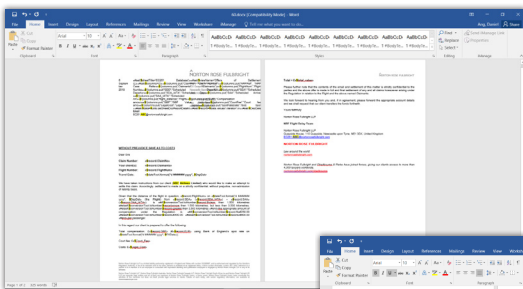
Validity of claim is computed

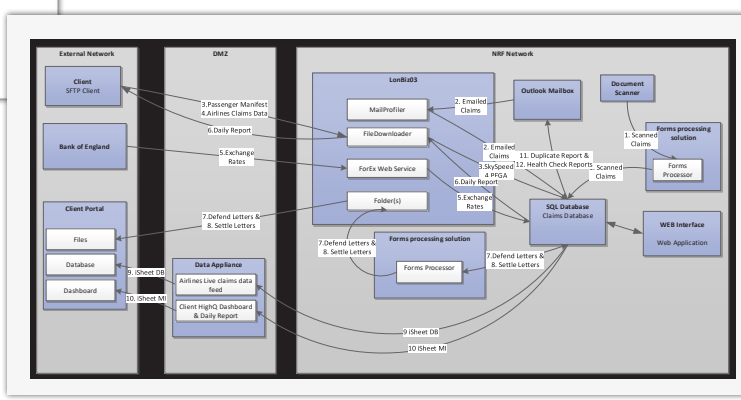
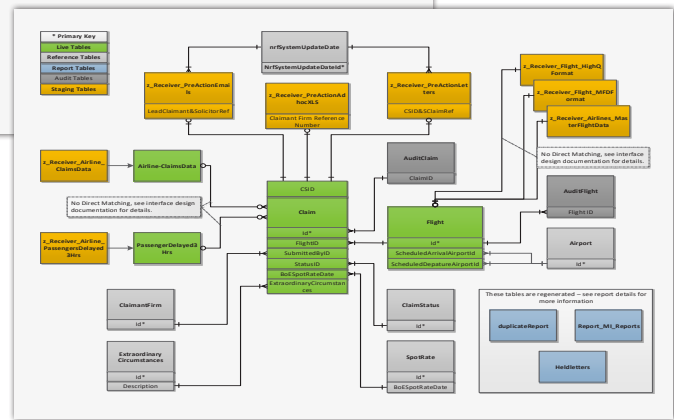
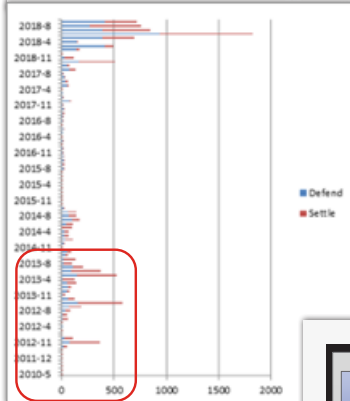


Letters and court documents generated and sent



Analytics and reports sent to client



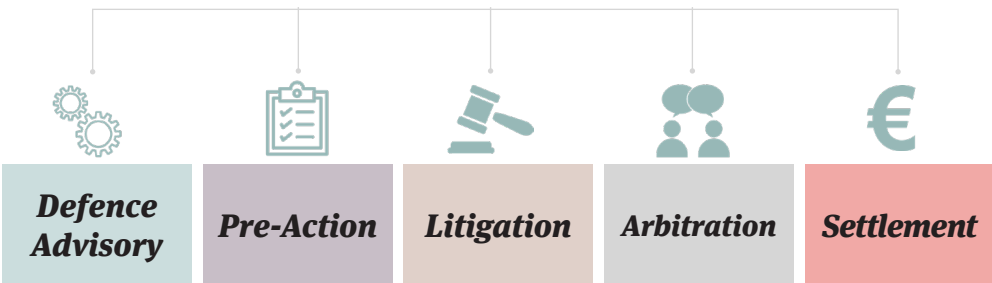


Features

Partnering with airlines to build and run an (i) *end-to-end*, (ii) *pan-European*, (iii) *tech enabled* (iv) *operationally holistic, scaleable & disciplined solution*, (v) *based on best in class legal expertise*

Holistic	A solution that contemplates every aspect of the cost of EC261, and addresses the total avoidable loss
Scalable	Surge capacity covered up to 100% of target volumes, and a delivery approach that could reliably accommodate this.
Targeted, robust, commercial and accurate	An approach that reliably gives the most appropriate response, at every step of the process. Responding to claims is relatively simple – despite scale we will use a combination of expertise, process and technology to defend each claim so as to lead to the best commercial client outcome
Cross airline	A solution which leverages observations and best practice across the aviation industry
Leading expertise	Solution provided by our tier 1 aviation practice (Chambers / Legal 500) and award winning Transform program, incorporating operations, process and technology experts, with traditional legal expertise
Managed service	We would run in scope activity as a completely managed service – all operational issues, administration and investment covered. Crucial, includes rigorous continuous improvement
Fully integrated	Full integration with client systems, operational protocols and legal / risk positions
We bear build investment	No charge to client until tailored build complete, and services being delivered, based on a 3 year contract Internal investment authorised for up to 3 airlines in 2020
Outcome based pricing	Pricing based on deliverables
pan-European coverage	Solution can be deployed in all European jurisdictions

Modules



Phase 1 Tailor

- 4 – 6 months
- Product tailored to client specific operational protocols, system and data feeds, and risk policies
- No cost to client in this period

Phase 2 Deliver

- Service delivered
- 3 year period
- Monthly invoicing on deliverables

Next steps

Contacts



Robin Springthorpe Partner, London

+44 20 7444 2980 | +44 7917 464649
robin.springthorpe@nortonrosefulbright.com



Craig Armstrong Head of Claims Development and Operations, Newcastle

+44 20 7444 3048 | +44 7597 393634
craig.armstrong@nortonrosefulbright.com

NORTON ROSE FULBRIGHT

Norton Rose Fulbright is a global law firm. We provide the world's preeminent corporations and financial institutions with a full business law service. We have more than 4000 lawyers and other legal staff based in more than 50 cities across Europe, the United States, Canada, Latin America, Asia, Australia, the Middle East and Africa.

Law around the world

[nortonrosefulbright.com](https://www.nortonrosefulbright.com)

Norton Rose Fulbright Verein, a Swiss verein, helps coordinate the activities of Norton Rose Fulbright members but does not itself provide legal services to clients. Norton Rose Fulbright has offices in more than 50 cities worldwide, including London, Houston, New York, Toronto, Mexico City, Hong Kong, Sydney and Johannesburg. For more information, see [nortonrosefulbright.com/legal-notices](https://www.nortonrosefulbright.com/legal-notices). The purpose of this communication is to provide information as to developments in the law. It does not contain a full analysis of the law nor does it constitute an opinion of any Norton Rose Fulbright entity on the points of law discussed. You must take specific legal advice on any particular matter which concerns you. If you require any advice or further information, please speak to your usual contact at Norton Rose Fulbright.

2022 EMEA_46465 Generic