



Claims Management – eliminating the drudge work for everyone

Claims are a hassle for everybody involved and governments everywhere are implementing more stringent penalties for airlines that don't compensate passengers in a timely and accurate manner. Our solution streamlines the process, ensuring accurate compensation and making things simpler for customers.



Customers can choose how to engage: register their claims online or by phone



Frees up busy agents: automates key stages of baggage delay and cargo claims, leaving agents available for more complex or personal queries

Flight disruptions across the industry have increased from 5.2% in 2018 to 7.6% in 2024 thanks to staff and asset shortages as well as geopolitical challenges. The US has trebled its maximum penalties for violations, the UK's new government has announced new, additional rules and the EU is reviewing all penalties to ensure customers have higher protections.

With our **claims management solution**, passengers can easily submit complaints or claims around flight delays, cancellations, baggage problems and other issues through a variety of channels, such as via online portal or by contacting an agent. Claims Management automates and shifts the tasks to digital platforms, speeding up response times and saving money.

Passengers get their claims resolved faster and more simply with automated systems that adhere to government regulations and provide transparency throughout, reducing frustration and ensuring timely compensation. Your airline benefits from reduced manual processing and more efficient operations.



Key benefits



Ongoing improvement:

our AI-driven analytics continuously learn from past claims, becoming more accurate, consistent and predictive with use



Compliant with regulations:

claims are processed in compliance with the latest government regulations and international standards



Transparency:

the simple, guided claims process walks passengers through step-by-step, ensuring peace of mind