

# Maximizing Airline Efficiency and Passenger Satisfaction Under EU Regulation 261/2004

Helping airlines navigate compensation, care, and compliance challenges across their operations.

## Introduction

EU Regulation 261/2004 mandates specific rights for passengers in the event of denied boarding, cancellations, or long flight delays, emphasizing enhanced protection and harmonized conditions in the airline industry. This regulation covers both scheduled and non-scheduled flights, including those part of package tours, and extends protections from EU airports to third-country airports serviced by EU carriers.

## Business Challenges



### Financial Impact and Compliance Costs:

High compensation payouts and fines for non-compliance strain airline finances, especially evident in 2024's increased flight cancellations and delays.



### Operational Disruptions:

Increased frequency of IROPs due to weather changes and staffing issues requires robust operational responses.



### Passenger Experience and Brand Reputation:

Negative experiences due to flight disruptions impact passenger loyalty; proactive management is crucial to maintain reputation.

# Strategic Compliance Solutions



## Compensation Management:

Implement automated systems to process claims efficiently, ensuring timely payments to passengers and adherence to EU 261 stipulations.



## Operational Readiness and Staff Training:

Enhance staff training on passenger rights and develop contingency plans to manage and mitigate disruptions.



## Technological Integration:

Deploy advanced IT solutions to track, analyze, and respond to operational challenges in real-time.

## Benefits of Effective Compliance

01



### Reduced Legal Risks:

Minimizes the risk of costly legal challenges and fines by ensuring compliance with EU regulations.

02



### Enhanced Passenger Satisfaction:

Improves passenger loyalty and satisfaction through efficient handling of disruptions and clear communication.

03



### Operational Efficiency:

Streamlines operations and reduces delays in processing compensation claims, enhancing overall operational flow.

### Compensation Handling

Increased to 70% from 9% using automations

### EU261

Full Compliance

### Call Processing Times

Reduced from 3 Weeks to 4 Hours

### Resources

Reduction in Required Resources – 5 Freed Up

## Typical Results

## Ready to Learn More?

Ensure Compliance, Enhance Efficiency

Contact Amach today to strengthen your EU261 Compliance Strategy.



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