



Mass Claims Machine

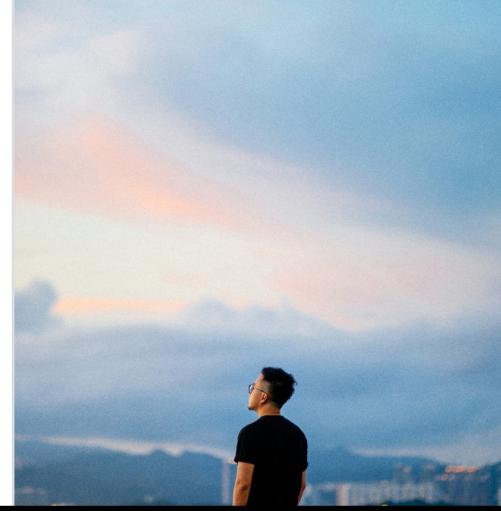
A PwC Product

Taking passenger claims handling to the next level

Your challenge

The different input channels and the sheer number of claims arriving each day as unchanneled requests via web form, contact centers, emails and letters or being collected and submitted by claim agencies such as Flightright, EUclaim or AirHelp, causes an immense stress to internal airline processes.

As a result, airlines face decreasing customer satisfaction on top of bearing considerable handling costs and paying the compensation amount itself.

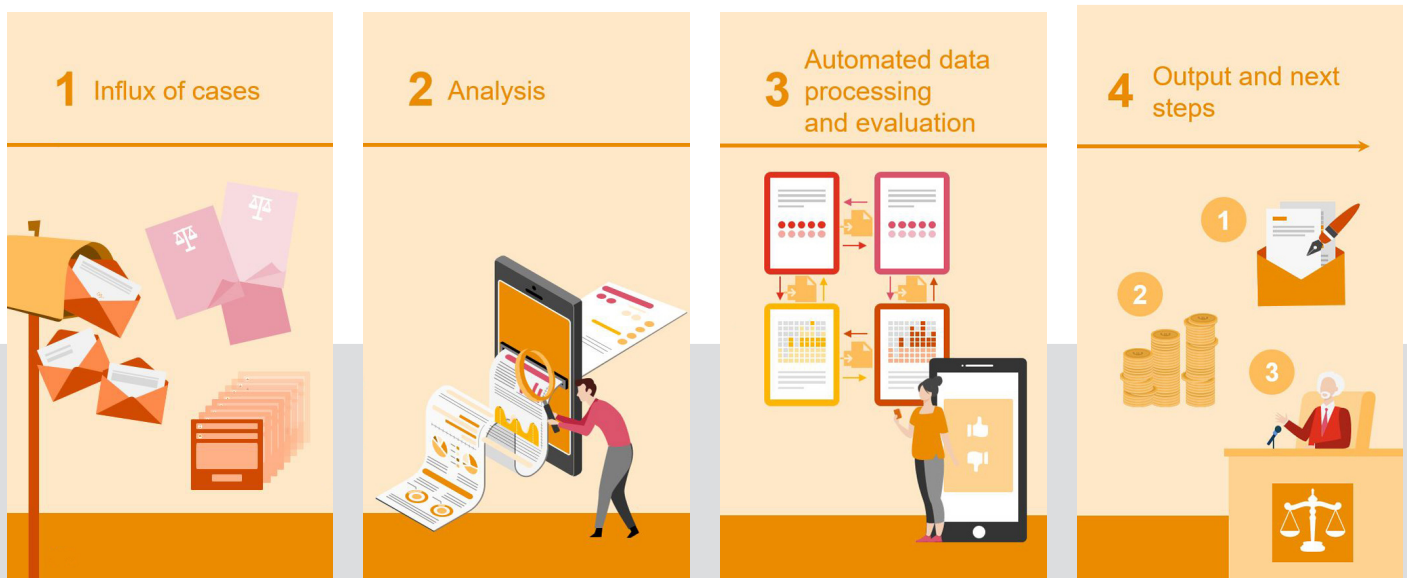


What if someone would receive, validate, process, and help you settle your passenger claims based on your requirements – and make you save ~75% of directly attributable costs?

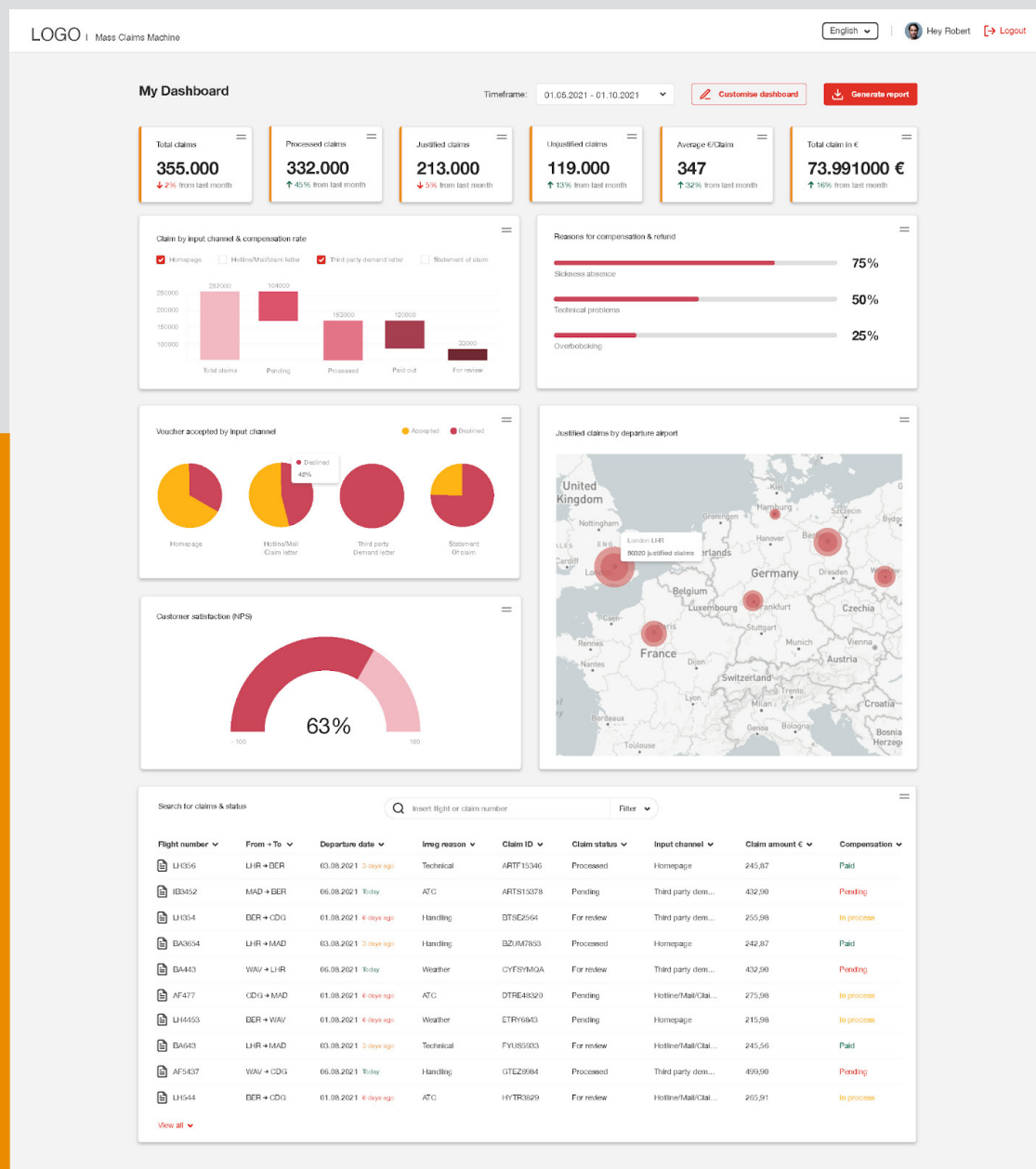
The solution: **PwC's Mass Claims Machine** – the all-round carefree package for airlines



The workflow



One solution,
one dashboard:
Keep track of
your claims
handling



The benefits for your airline



Integrated, end-to-end service offering



Support through highly qualified lawyers as well as further know-how from the PwC network



Reduction of lead times and option to switch from a fixed to a flexible pay-by-case model



Full transparency on your metrics to support decision making



Fast, simple and transparent handling process and thus regaining customer confidence

Let us bring your passenger claims handling to the next level.
We will be happy to tell you how!

Matthias Riveiro | Head of Customer Practice | matthias.riveiro@pwc.com
Stefan Gentsch, LL.M. (Stellenbosch) | Attorney-at-Law | stefan.gentsch@pwc.com