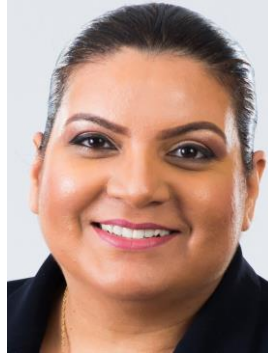


PRESS RELEASE



CARICOM Competition Commission (CCC) launches virtual questionnaire for airline customers on competition and consumer concerns in CARICOM

By press release dated 2nd September 2020, the CARICOM Competition Commission (CCC) informed the regional public of the launch of its **Market Study of Scheduled Air Transport in CARICOM**.

Three (3) concerns motivate the market study: (a) customer experiences with flight cancellations due to COVID-19; (b) airline ticket pricing; and (c) the legal and regulatory framework that govern competition amongst airlines operating in the region and consumer protection for regional airline customers.

A key data gathering component of the market study is an online survey targeting airline customers in CARICOM. The CCC also urges airline customers in the region whose travel plans were disrupted by COVID-19 to participate in this important exercise.

The link to online airline customer questionnaire is available via the link <https://www.surveymonkey.com/r/FS5YZVQ>. It is easy to understand and can be completed in less than 10 minutes using any internet enabled devices such a tablet or mobile phone.

The online questionnaire is also available on the websites and social media platforms of participating national competition and consumer authorities, and ministries responsible for competition and consumer protection in each member state.

Your participation will help the CCC gather information needed to identify potential competition and consumer protection issues in the scheduled air transport sector. Any critical issue identified will be addressed in a coordinated and pro-active way by the regional community for the benefit of airline customers, and the scheduled air transport sector.



As always, please stay safe and follow the health guidance provided by authorities during this COVID-19 pandemic.

Nievia Ramsundar
Executive Director
CARICOM Competition Commission

7th October 2020