



Press release

MYFLYRIGHT: One provider for all passenger rights

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MYFLYRIGHT has revised its website and expanded its service portfolio to include reimbursement of ticket costs and additional costs in the event of flight irregularities. Compensation for baggage problems is scheduled for April 2020. MYFLYRIGHT is the first and only company in the aviation market that offers its customers the opportunity to make all their travel claims through one portal.

According to an analysis by MYFLYRIGHT, passengers are entitled to compensation payments of more than 33 billion euros per year due to flight irregularities. More than half of these are due to flight delays of more than 3 hours, flight cancellations or denied boarding of passengers within the EU in the past 3 years. In addition, passengers worldwide suffer 14 billion euros in damages from delayed or lost luggage.

In Germany, air passengers have the right to reimbursement of tickets for unused trips in the amount of approx. 1 billion euros.

The extensive service portfolio – compensation for flight cancellations and delays, denied boarding, lost or delayed baggage and reimbursement of ticket costs – on the MYFLYRIGHT portal enables customers to simplify troubleshooting with all their flight irregularities.

MYFLYRIGHT is one of the leading passenger rights portals in Europe. Based on a number of different legal bases, including the EU Passenger Rights Regulation and the Montreal Agreement, MYFLYRIGHT pursues the goal of achieving justice for its customers. Thanks to specially developed technologies and efficient process procedures, customer groups can now be served that were previously excluded from the legal area.

About MYFLYRIGHT

MYFLYRIGHT is a legal tech company, specialized in the support of airline passengers affected by flight delays, flight cancellations, denied boarding, delayed or lost luggage and the refund of unused airline tickets. MYFLYRIGHT was founded in 2016 in Hamburg, Germany. The company



operates out of 3 offices, its headquarters in Hamburg and its branches in Prague, Czech Republic and Zaporizhia, Ukraine. Currently, MYFLYRIGHT employs a team of around 25 people working in Marketing, Operations, Legal, Customer Support and IT. The organization operates across 5 markets – Germany, United Kingdom, Romania, Austria, and Switzerland.

MYFLYRIGHT's goal is to provide access to justice for all aviation passengers who experience irregularities in their flight transportation. Notably, 75% of all compensation requests submitted by passengers get rejected. However, MYFLYRIGHT is able to successfully execute applicable customer claims in more than 98% of cases in court.

Press contact

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