



COUNTERCLAIM PASSENGER COMPENSATION



MESH-DATA

PROVIDES QUALITY DATA REGARDING FLIGHTS

Since 2004 all airlines flying within EU/EEA/UK have the responsibility to compensate passengers for delay, cancellation and missed connections according to EU directive 261/2004. Counterclaim is perfect tool for airlines to handle the compensation proces, while minimizing legal costs and empowering staff to make data-driven decisions.

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Passenger Compensation

EU DIRECTIVE 261

09:10	MILAN	CANCELLED
10:25	PARIS	DEPARTED
10:45	NEW YORK	DELAYED
12:30	SYDNEY	CANCELLED
13:07	JOHANNESBURG	CANCELLED

COUNTERCLAIM

Supported by AIR SUPPORT®

- The perfect tool to handle EU Directive 261
- Increase chances of winning lawsuits
- Minimize legal cost

The COUNTERCLAIM report includes valuable insight based on earlier convictions and will provide you a clear indication of which claims you should take to court - and win - and which ones you should pay.

With COUNTERCLAIM airlines get access to a unique post-flight reporting system that will contribute to significant cost reductions.

Post-flight data reports are easily generated via COUNTERCLAIM. The data can be used to counter act passenger claims based on EU directive 261 and ensure fair treatment during lawsuits. Other airlines, like Emirates, are using a similar reporting system have demonstrated increased lawsuit winning chances of 85-90%.

What does a COUNTERCLAIM report contain?

- Flight assessment
- Summary of incident
- Lawsuit winning chance prediction

All information is obtained from neutral data sources and will give you valuable documentation and insight before going into a possible lawsuit.

What else do I get?

- IATA statistics
- NOTAM/METAR data
- Insights to previous court verdicts
- Access to more than 65.000 flight reports

Pricing

Low cost per report based on the number of reports you order
Quick flight assessment feedback - 5 working days
Get a quick response for a small extra fee

We offer you a FREE trial on your first 5 reports.

Best regards,
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What is EU directive 261 ?

Since 2004 all airlines flying within EU/EEA/UK have the responsibility to compensate passengers for delay, cancellation and missed connections according to EU directive 261/2004.

- 5% of all passenger flights are affected by the EU directive. 3% of these end up in court.
- Overall, 45% of all cases are won by airlines, the rest are lost or have reached a settlement.
- Compensation payout in 2018: >3,4 billion EUROS



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