

Committee Secretary
Senate Standing Committees on Rural and
Regional Affairs and Transport
PO Box 6100
Parliament House
Canberra ACT 2600

19 March 2025

Via email: rrat.sen@aph.gov.au

Dear Committee Secretary

RE: Clarification of Evidence at Airline Passenger Protections (Pay on Delay) Bill Public Hearing

The Australian Travel Industry Association (ATIA) thanks the Committee for the opportunity to provide evidence to the Airline Passenger Protections (Pay on Delay) Bill on 17 March 2025. We would like to clarify the following evidence provided at the hearing in relation to the number of Agency Debit Memos (ADMs) issued to agents by airlines:

In fact, last year alone, they fined agents 592,000 times for errors that an agent has made.

The evidence provided at the hearing in fact related to 2023. In the last two years, there have been over 650,000 ADMs issued to agents by airlines.

Yours sincerely

Dean Long
Chief Executive Officer
Australian Travel Industry Association