

Congress of the United States
House of Representatives
Washington, DC 20515-4606

Mr. Barry L. Biffle
President/CEO
Frontier Airlines
4545 Airport Way
Denver, CO 80249

June 25, 2020

Dear Mr. Biffle,

I am writing to express my concern about Frontier Airlines' current flight refund policies during the COVID-19 pandemic.

After this unprecedented pandemic, Iowans' lives – and consequently, their travel plans – have been altered. My office has received numerous complaints about Frontier's policies, specifically your policy of providing vouchers instead of refunds, even when refunds were requested by the passenger. With future travel unlikely get rescheduled anytime soon, vouchers do little to help Iowans, especially those who may have lost their jobs or are otherwise feeling the financial strain created by this pandemic.

The U.S. Department of Transportation's Office of Aviation Enforcement and Proceedings issued an Enforcement Notice regarding airline ticket refunds on April 30, 2020. It states, "Carriers have a longstanding obligation to provide a prompt refund to a ticketed passenger when the carrier cancels the passenger's flight or makes a significant change in the flight schedule and the passenger chooses not to accept the alternative offered by the carrier." The notice goes on to state that the longstanding practice remains unchanged, that airline policy that intends to deny refunds to passengers could result in further enforcement actions, and that carriers may provide vouchers so long as they make passengers aware that they are entitled a refund.

To make sure that Iowans are receiving the help that they need, I ask that you provide an overview of the resources you have for your customers. Specifically, I request that you provide the following information—

1. What policies does Frontier have for promptly resolving complaints?
2. What proactive measures is Frontier taking to ensure refunds are offered in a timely manner?
3. How does Frontier notify passengers given vouchers that they have the option, and are entitled, to a receive a refund?
4. How can a passenger given a voucher quickly contact you to receive a refund?
5. How long does it take to process claims for refunds?

With the information we have requested above, my office hopes to provide Iowans with certainty and peace of mind during this difficult time and ensure that they receive the assistance they need. While we look forward to your reply, we strongly believe that Frontier Airlines should be proactively providing this information.

We thank you for your attention to this matter and look forward to your written reply. If you have any questions, please send an email to Abby.Finkenauer01@mail.house.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Abby', followed by a stylized flourish.

Abby Finkenauer
Member of Congress

CC: The Honorable Blane Workie
Assistant General Counsel, U.S. Department of Transportation's Office of Aviation Enforcement and Proceedings