



Scoil Ruáin
Killenaule, Co. Tipperary

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from: **Travel Trade** <TravelTrade@aviationreg.ie>
Date: Wed 2 Sep 2020 09:17
Subject: RE: USIT Refund Claim ref No 2020/3/0952
To: phiala.ryan@gmail.com <phiala.ryan@gmail.com>

Dear Ms Ryan,

Claims are being dealt with in order of the date they were received. As we evaluate each claim, a member of our claims team will be in touch with each claimant separately if we have any queries or if we need to request any additional information. Given the high number of claims we have received (2,900+), this process may take several months to complete but we will process the claims as quickly as we can.

By way of keeping you updated, we publish on our website (<https://www.aviationreg.ie/>) each week, details of the claim numbers being assessed that week and the dates we received those claims. This will help you to determine where your claim is in the process. During this time, we want to focus on assessing the claims and making payments so, as I hope you will understand, we won't be able to respond to individual requests for updates.

Please keep an eye on our website and we hope to be in contact with you soon. If you have sent more than one email to us looking for an update, you may receive a similar response to each one. Please understand that we are doing our best under very challenging circumstances.

Regards

Liam O'Connor, Travel Trade Licensing
Commission for Aviation Regulation
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T: 01-6611700
www.aviationreg.ie www.flightrights.ie

Ad Totum Personam
Education of the whole person.

Príomhoide/Principal Mr. James Williams
Leas-Príomhoide/ Deputy Principal Ms. Siobhán Landers



etb

Bord Oideachais agus
Oiliúna Thiobraid Árann
Tipperary Education and
Training Board