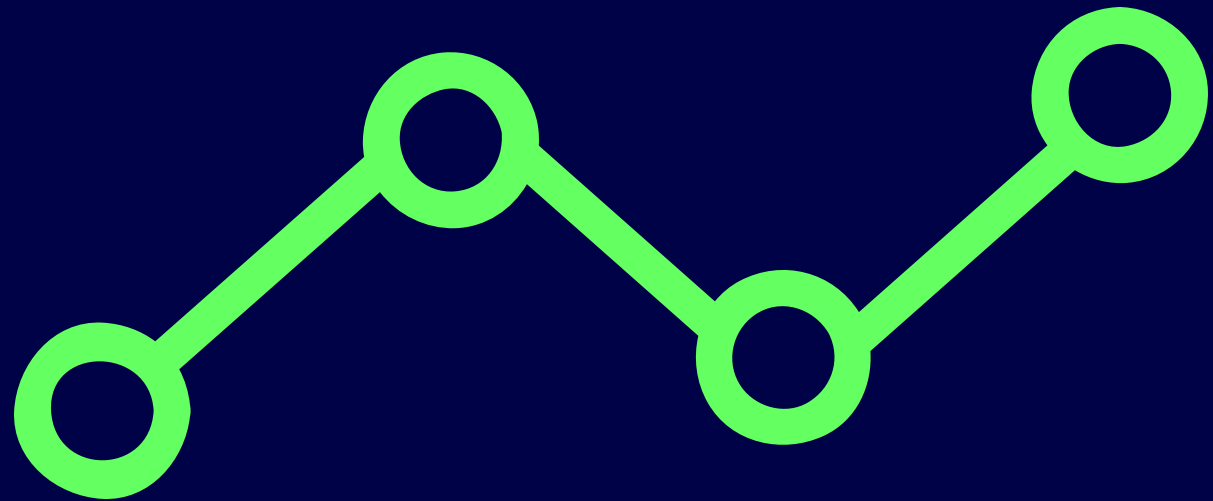


*TrustaBit*

# Blockchain for Flight Delays



2018 EDITION

TRUSTABIT.IO

## COMPANY MISSION-VISION

At TrustaBit, our vision is to become the world's most respected airline customer retention Distributed Application (DaPP). We will accomplish this by establishing a network of strategic partnerships with airline industry leaders and innovators that share our mission to improve customer loyalty, provide exceptional service and uphold a firm commitment to excellence.

## The Challenge

### Consumer Challenges

- Extremely difficult to claim compensation after flight delays or cancelations.
- Long hold times when trying to reach an agent.
- Limited usage time frame for flight credits, once received.

### Airline Challenges

- Increased number of customer service agents to handle refunds.
- Negative customer experience devalues your brand.
- Reduced loyalty.
- Increased need for training.
- Staying in compliance with EU 261.

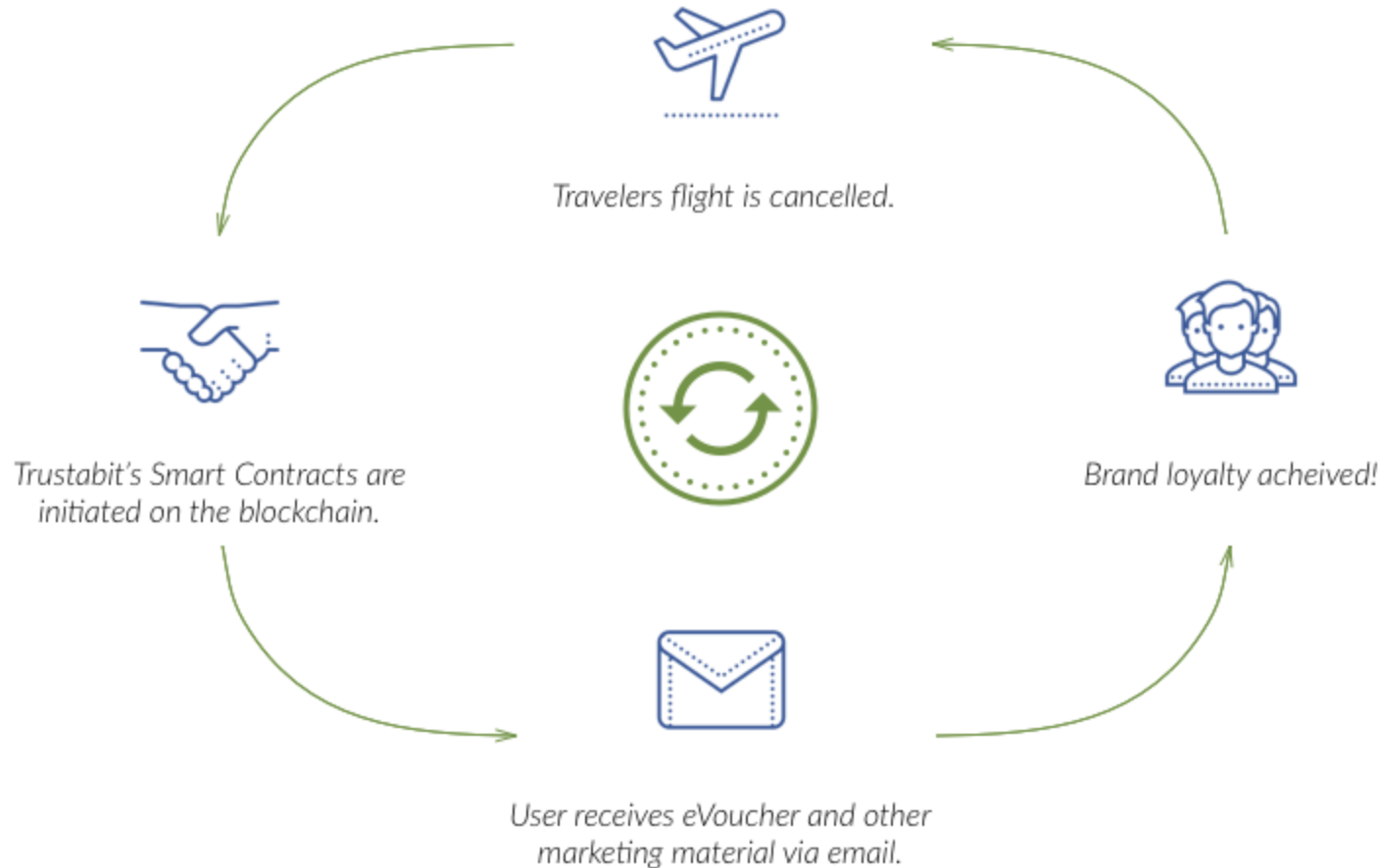
## The Solution: Smart Contracts!

Whenever a flight is canceled, delayed or overbooked, TrustaBit will initiate an automatic compensation to passengers according to defined business rules, AKA Smart Contracts.

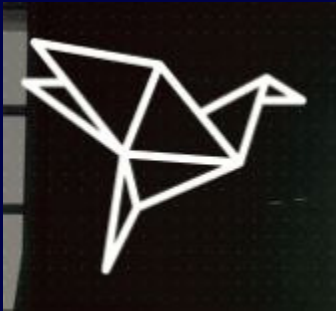
- Vouchers will be sent directly to the traveler's email account.
- The traveler's emotional connection to your airline is restored.
- Customer service agents can now focus on the escalations rather than the mundane.
- Customer service agents direct and indirect costs are reduced.

# HOW TRUSTABIT WORKS

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## The Competition



## The Passenger Rights Market

In the European Union they have established EU261 which states that airlines have to pay a compensation to the passenger in the range of \$261-\$626 depending on the time and distance of the flight.

- Since 2013, AirHelp has obtained \$85 Million in sales from consumers who pay them 25% of the total amount owed to process their claim request.
- Passenger rights market is valued at \$3.3 Billion annually.
- 1.3 Million people have used AirHelp to date.
- These numbers show that passengers are willing to pay extra for a trust worthy digital service that will give them what they are owed.



## Financials

- Air France goes from Paris (CDG) to New York (JFK) 10 times a day, with an average of 2400 passengers.
- Historical data shows that of these 10 flights, at least one will be delayed, evoking EU261.
- This will affect 240 passengers and only 10% will submit a claim request to the airline.
- The TAB (TrustaBit) protocol will charge passengers 15% of the refund amount to the passenger in return for receiving immediate compensation.
- The average refund for this delay is \$262, which results in \$341,640 projected revenue for one carrier and one route.



# Development Progress

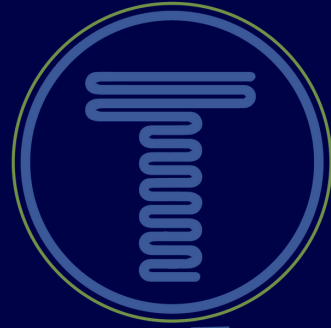
- Current development progress can be found on our GitHub which is located here: <https://github.com/TrustaBit/Hyperledger>
- With our current development team, it would take 7 weeks to have the TAB protocol at an Alpha level.
- We are able to deploy extra developers from NordWhale to assist with the development the TAB protocol at a rate of \$35hr.



## Why This Matters

- On average, more than 8 million people per day will take a flight on a commercial airline.
- Millennials are the most frequent business travelers of any generation, taking 7.4 business trips last year.
- 97% of millennials will post about their experience on social media.
- Loyalty programs matter more in the airline sector than any other travel industry.
- Millennials are also more likely to spend extra money on flight upgrades and perks.
- 68% will remain loyal to a program that offers the most rewards.
- Immediate gratification is preferred and increases loyalty.





***TrustaBit***

**THANK YOU!**