
Association for Airline Passenger Rights Supports Sen. Schumer's Call for Investigation into Airline Frequent Flier Programs

WASHINGTON, D.C. (November 23, 2009) – The [Association for Airline Passenger Rights](http://www.flyfriendlyskies.com) (AAPR) today announced that it supports a federal review into complaints by airline consumers about lost frequent flier miles. Senator Charles Schumer (D-NY) called for the probe on Sunday.

“Earlier this year two of our members – who are husband and wife – lost over 300,000 of their frequent flier miles after the airline arbitrarily deleted all of their miles from their accounts,” said **Brandon M. Macsata**, Executive Director of the Association for Airline Passenger Rights about the problem of lost frequent flier miles. “Fortunately for them, they had everything documented and AAPR worked successfully on their behalf to have their miles reinstated. But we continually receive complaints over the lack of transparency behind these programs, which are supposedly designed to reward customer loyalty.”

AAPR contends that the probe should yield clearer guidelines on airline frequent flier programs.

“As the holiday travel season approaches, we cannot let airlines and credit card companies continue to fly off with hard-earned frequent flier miles,” **Sen. Charles Schumer** said Sunday. “When a consumer accumulates valuable frequent flier miles, they should not have to constantly worry that they are going to expire with little or no notification from the airline.”

The Association for Airline Passenger Rights is a 501(c)(4) tax-exempt, nonprofit organization whose mission is to promote fairer customer service and accessibility standards in the airline industry and to improve passenger satisfaction. AAPR was formed in response to growing dissatisfaction among American consumers toward the airline industry. According to the American Consumer Satisfaction Index (ACSI), a polling organization that rates over forty-three businesses in ten sectors based on in-depth interviewing and computer-based extrapolation of its results, the Big Six legacy airlines (full-service providers with national or international flight routes) rate the lowest of all sixteen industries surveyed in the first quarter of 2008.

For more information about the Association for Airline Passenger Rights or the call for a federal review into airline frequent flier programs, please visit www.flyfriendlyskies.com or contact AAPR directly at info@flyfriendlyskies.com.

####