

2 JUNE 2021

MEDIA RELEASE

REX COVID REFUND GUARANTEE

Rex today publicised its COVID Refund Guarantee in full-page newspaper advertisements in Melbourne, Sydney, the Gold Coast, Brisbane, Adelaide and Canberra to reinforce the airline's refund policy (see attached).

Rex is doing this because it believes that the best way to rebuild confidence in flying again is to provide Australians with complete peace of mind against any COVID-related disruption by providing a full cash refund speedily.

This is exactly what the Rex's COVID Refund Guarantee does – it offers a full cash refund to any passenger whose travel plans have been disrupted by a direct COVID-related reason. The guarantee even extends to promotional tickets that are normally subject to “use-it-or-lose-it” conditions.

The COVID Refund Guarantee is valid for all tickets purchased after 1 April 2021. Prior to that, Rex had refunded every passenger that requested for a refund of a ticket eligible by law. In addition, Rex has written monthly travel advisories to travel agents eight times to ask them to request refunds on behalf of the passengers who booked through them.

Qantas and Virgin Australia have done the exact opposite and their practices not only have frustrated the public but have greatly dampened the desire to fly, thereby severely damaging the aviation industry. Qantas, in particular, engages in under-handed tactics to avoid a refund at all costs. Qantas passengers have highlighted that this includes burying the refund application form deep in an obscure corner of the website, making passengers wait for hours on the phone, registering requests and not following up, and pressuring passengers to accept a credit instead of a cash refund.

Qantas customers have also highlighted that Qantas has deployed a complex set of procedures and instructions to avoid a refund such as:

- Asking passengers to wait for Qantas to make contact after the flight has been cancelled;
- Asking passengers not to call if they are not travelling in the next 24 hours; and
- Telling passengers that the booking may automatically be converted to a Flight Credit rather than a refund being offered, making it harder to claim a refund;

Such antics continued despite Qantas being reprimanded in June 2020 by the Australian Competition and Consumer Commission (ACCC) after what the ACCC identified as “hundreds of complaints from passengers whose flights were suspended or cancelled due to travel restrictions, but who were given credits by Qantas instead of the refunds they were entitled to”.

It is obvious that Qantas paid lip service to the ACCC but then effectively ignored the ACCC's direction. Rex estimates between \$1 billion to \$2 billion worth of tickets that are legally due for a refund have not been refunded, with many passengers waiting for over a year to get their money back.

A few Qantas passengers have even resorted to posting on Rex's social media in a desperate cry for help. Rex has collected all public postings from various sources, numbering over 500, and forwarded them to the ACCC and has called on the ACCC to investigate if Qantas and Virgin Australia have breached Australian consumer laws if they did engage in the alleged actions highlighted above.

All these posts can also be read on Rex's website Plan & Book – Practical Info – Qantas Refunds Complaints.

ENDS

Rex is Australia's largest independent regional and domestic airline operating a fleet of 60 Saab 340 and six Boeing 737-800NG aircraft to 61 destinations throughout all states in Australia. In addition to the airline Rex, the Rex Group comprises wholly owned subsidiaries Pel-Air Aviation (air freight, aeromedical and charter operator) and the two pilot academies, Australian Airline Pilot Academy in Wagga Wagga and Ballarat.

Media Contact

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Enclosed: Rex Full Page Advert

Members of the Rex Group





rex. COVID Refund Policy

Rex has refunded every passenger who requested a refund of an eligible ticket sold before 1 Apr 2021. All tickets sold after that come with our COVID Refund Guarantee which covers all COVID-related disruption of plans.

QANTAS REFUND?

In June 2020 the Australian Competition and Consumer Commission reprimanded Qantas after "hundreds of complaints from passengers whose flights were suspended or cancelled due to travel restrictions, but who were given credits by Qantas instead of the refunds they were entitled to." (media release 124/20)

Qantas has billions of dollars worth of tickets on its books and Rex estimates that passengers legally entitled to a refund may be owed over a billion dollars.

Frustrated Qantas passengers are speaking out. Share with us your experience on our website or social media.

Be careful with Qantas people, Qantas aren't to be trusted, we're still owed a refund for a USA to NZ flight they cancelled last April and we had to buy a flight to get home
9-May-21

..Iv been on hold for 5.5hrs and am still waiting for a call back after leaving my number with you 23hrs ago!. You are not letting me use the flight credits online and are forcing me to call you, but then you don't answer the phone.
3-May-21

Topped up my Qantas points to make a booking only to have my flight cancelled and then be told I shouldn't have topped up my points and I can't get a refund, Qantas are a joke
3-May-21

Be careful with Qantas people, were still waiting for a refund from April last year when Qantas cancelled our return flight. Cost a lot to get another flight sorted and a year later still no refund from Qantas. Guess what we will never use them again.
26-Apr-21

... 2 hours on hold listening to the same music over and over... once again I gave up... I don't want credits anymore I just want a refund!! I feel like I'm a mouse on a wheel, going round and round and getting nowhere!!!! Not good enough Qantas!
13-Apr-21

..I'm owed money from November last year they have no record of it!! The worst customer experience I have ever dealt with. Is there a number I don't need to wait an hour and half to talk to?
29-Mar-21

Still trying to get credits/refunds back for my flight that got cancelled A YEAR AGO! Not a chance I will fly with Qantas again.
11-Mar-21

you'll probly have to provide evidence of a vaccine before they'll give out refunds as well
22-Nov-20

...I've called, emailed, DM's and used the chat on your website and everytime you take my details and NEVER get back to me.. Wait time on calls is 2hours+, so tell me when should I call?
29-Mar-21

...I have now spoken to your reps on chat, on the phone, on Facebook and no one ever comes back to me. Do you maintain your aircraft with the same professionalism?????
28-Mar-21

Qantas you are unbelievable, still waiting for our refund of \$1988.12 since August last year, despite numerous phone calls and emails, some silly woman today, says there is no record of they booked and paid for flights. So this must be how Qantas pays it's executives.
17-Mar-21

Hi Qantas - could you please respond to my PM? My refund has been pending for a year now and I would appreciate a reply please.
17-Mar-21

So disappointing! I have over \$5000.00 of flight credit from 2 overseas tickets for myself and my mum purchased back in Feb 2020 just before COVID hit. Unable to get refund... Cannot get through on the phone to anyone. Waiting for hours! Flights should have been refunded in full in the first place!. Plenty of people like me out there. \$5000 to \$6000 is not a small sum! This is theft and robbery!
11-Mar-21

First you don't refund my flights and now you take my Qantas points. You really are a terrible company.
11-Mar-21

Not only do Qantas refuse to credit back any points you use for your booking - BEWARE!
18-Dec-20

Oh I get it we have to wait 100 years for our refunds to match your birthday
17-Nov-20

Refunds from QANTAS a joke numerous phone calls 5 times promised payment...just lies... Very unAustralian they will be losing a lot of customers in the future I'm guessing. Come on QANTAS we are all struggling financially but give back the Refunds owed to your customers
1-Dec-20

If only! We had our flights to Adelaide cancelled, however after months of trying to contact to get money/credits back there was nothing. We missed out on our honeymoon, and then couldn't get the money back.
11-Mar-21

... You're continuing to ignore my DMs and we all know it isn't worth trying to call you. You are holding my \$1700 flight credits to ransom. You keep throwing rubbish excuses at me as to why they can't be used together or whatever, which aren't written anywhere in your Ts and Cs I might add...
4-Mar-21

Qantas still owes me a refund on a flight of over \$1000 that I should have received in my account by September last year. All the Qantas staff that I have spoken to has told me some different excuse each time. Really disappointing by such a large cooperate company. I really just want my money back that they have been keeping from me!
8-Feb-21

Can I get my flights refund???? Its only been ELEVEN MONTHS OF WAITING! I am a Qantas LIFE MEMBER & obviously your company looks after those who are loyal - NOT!
20-Jan-21

... It seems Qantas is taking advantage of the Covid Virus Pandemic and ripping customers off. This is disgraceful! I have been unable to reach QF by phone and website seems to be overloaded.
18-Dec-20

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1-Dec-20

Enjoy the celebration! What a shame that you treat your customers and frequent flyer members so appallingly by not refunding cancelled flights! I've been told that due to reduced staff, the refunds are taking a long time to process! Interesting that you've time and resources to put out celebration packs?..
16-Nov-20

...the slowness, lack of communication and intransigence is not good service. The last time I have heard from them was 14 October advising they would process my refund "as soon as possible". Still waiting. (They still manage to send me about ten emails a day, every day, wanting me to buy wine, arrange insurance and book hotels, though. So there is that).
18-Dec-20

... I honestly feel you should refund my money and stop taking advantage of people caught up in these extenuating circumstances mandated by State Govts @qantas
20-Jan-21

QANTAS is horrible to deal with. Instead of paying out refunds, they'll only give you a voucher. Will never book a flight with you again.
9-Jan-21

...we've followed up multiple times and have received ZERO communication and no refund (flights worth \$5k)... we understand that the covid situation must have been extremely difficult for airlines, however please consider that we also have been out of work and should not have to beg to receive what is ours...
18-Dec-20

I've been waiting for my refund since March. On hold since 9am this morning. Have tried FB, Twitter, email, website, app, phone calls - nothing. Have wasted hours and now days on hold and have escalated to Consumer Affairs and Aviation Complaints. Good luck!
18-Dec-20

Enjoy the celebration! What a shame that you treat your customers and frequent flyer members so appallingly by not refunding cancelled flights! I've been told that due to reduced staff, the refunds are taking a long time to process! Interesting that you've time and resources to put out celebration packs?..
16-Nov-20

I'm on the same boat still waiting for our refund called them few times now on hold for few hours only to be told different reasons everytime..
18-Dec-20

... It is approaching nearly 12 months since I paid the fare. Qantas where is my refund. You announced to the stock exchange on 3 December you have \$2.6 billion in cash. Part of that is my refund. You are not being transparent in your refund process..
17-Dec-20

Maybe qantas can ask santa to refund the 12 k in fares they owe me....that would be a good start...
17-Dec-20

Qantas it's been 16 weeks since I was advised by (Qantas), my refund would be processed. I won't be booking any more flights until this is sorted.
1-Dec-20

... I will not buy a ticket from you again. Your lack of respect and total disregard for your customers, and especially those who buy tickets through a travel agent, is appalling..
1-Dec-20

How about refunding people their money back 180 day refund is a joke that's right the longer you hang on to our money more interest you get. Such poor service.
1-Dec-20

Make 2021 the year you repay all the money that you still owe your customers! Karma is a beautiful thing. Just you wait! Your disgraceful misconduct will lead you nowhere. Where's my rightful refund? It's been nearly a year!
1-Dec-20

Yes I loved Qantas but they've lost the plot now especially with all the people's refund and we've been loyal customers as well, very disrespectful Qantas
1-Dec-20

Qantas refund the people!
E.E. 22-Nov-20, FB

You want us to celebrate 100 years while you still have not refunded mine or hundreds (perhaps thousands??) of people's money? Absolutely no chance. Pull your fingers out and respect the people who have funded you your jobs!
17-Nov-20

For goodness sake, stop blowing your own trumpet and give back the refunds. Mine's 6 months so far. You owe millions in refunds to hard working Aussies. Shame on you Qantas.
17-Nov-20

Happy birthday to the worst airline in Australia who's so good at ripping off their loyal customers! I'm still waiting for the refund from my cancelled flights in March. If that's how you treat your customers, then don't expect our support in the future.
17-Nov-20

Happy birthday Qantas. Do you think you could organise my refund now that you are older & wiser?? It's been since June that the MULTIPLE requests have been made. With the money I'll happily buy some wine to celebrate
17-Nov-20

So happy you are popping champagne bottles. Now how about my refund?.. QANTAS RETURN MY MONEY FOR THE CANCELLED OVERSEAS FLIGHT AND POP LESS CHAMPAGNE!
17-Nov-20

Give me my refund. 31 weeks waiting & counting - not happy Jan! So much for being a Frequent Flyer. Aussie customers left to last - shame on you Qantas
16-Nov-20

Qantas is a company that doesn't value their customers. They charge money. Cancel the flight and then refuse to refund. Happened to me and one year in I am still waiting for my money
7-Apr-21

Dont use Qantas, we never will again, still waiting for a refund from a year ago
7-Apr-21