

Committee Secretary  
Senate Standing Committees on Rural and  
Regional Affairs and Transport  
PO Box 6100  
Parliament House  
Canberra ACT 2600

19 March 2025

*Via email: [rrat.sen@aph.gov.au](mailto:rrat.sen@aph.gov.au)*

Dear Committee Secretary

**RE: Clarification of Evidence at Airline Passenger Protections (Pay on Delay) Bill Public Hearing**

The Australian Travel Industry Association (ATIA) thanks the Committee for the opportunity to provide evidence to the Airline Passenger Protections (Pay on Delay) Bill on 17 March 2025. We would like to clarify the following evidence provided at the hearing in relation to the number of Agency Debit Memos (ADMs) issued to agents by airlines:

*In fact, last year alone, they fined agents 592,000 times for errors that an agent has made.*

The evidence provided at the hearing in fact related to 2023. In the last two years, there have been over 650,000 ADMs issued to agents by airlines.

Yours sincerely

**Dean Long**  
Chief Executive Officer  
Australian Travel Industry Association