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PAY-WHAT-YOU-WANT SERVICE COMPENSATES WRONGED AIRLINE PASSENGERS

 TRAVEL & TOURISM

Dutch Green Claim helps mediate between passengers and airlines in the event of delayed, canceled and overbooked flights — while letting clients decide what to pay for its service.

It's been a few years since we've covered a company that helps airline passengers get compensation for delayed, canceled and overbooked flights, but recently we came across another interesting example. Much like [EUclaim](#) and [Miss Refund](#), Dutch [Green Claim](#) helps mediate between passengers and airlines in such cases. However, in a particularly interesting twist, Green Claim lets clients decide what to pay for its service. Passengers who have experienced flight delays, cancellations or overbookings need only complete a simple, three-step process on Green Claim's site to find out what compensation they're entitled to. Typically, refunds range from EUR 125 to EUR 600 per person, the company says. Passengers can decide how much to pay the Green Claim for its help, with the option to even pay nothing at all. Green Claim also donates 20 percent of its turnover toward renewable energy projects in developing countries via [GreenSeat](#), it says. Based in Amsterdam, Green Claim serves passengers throughout the European Union. A model to apply in other parts of the world or to other pain points in consumers' lives?

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