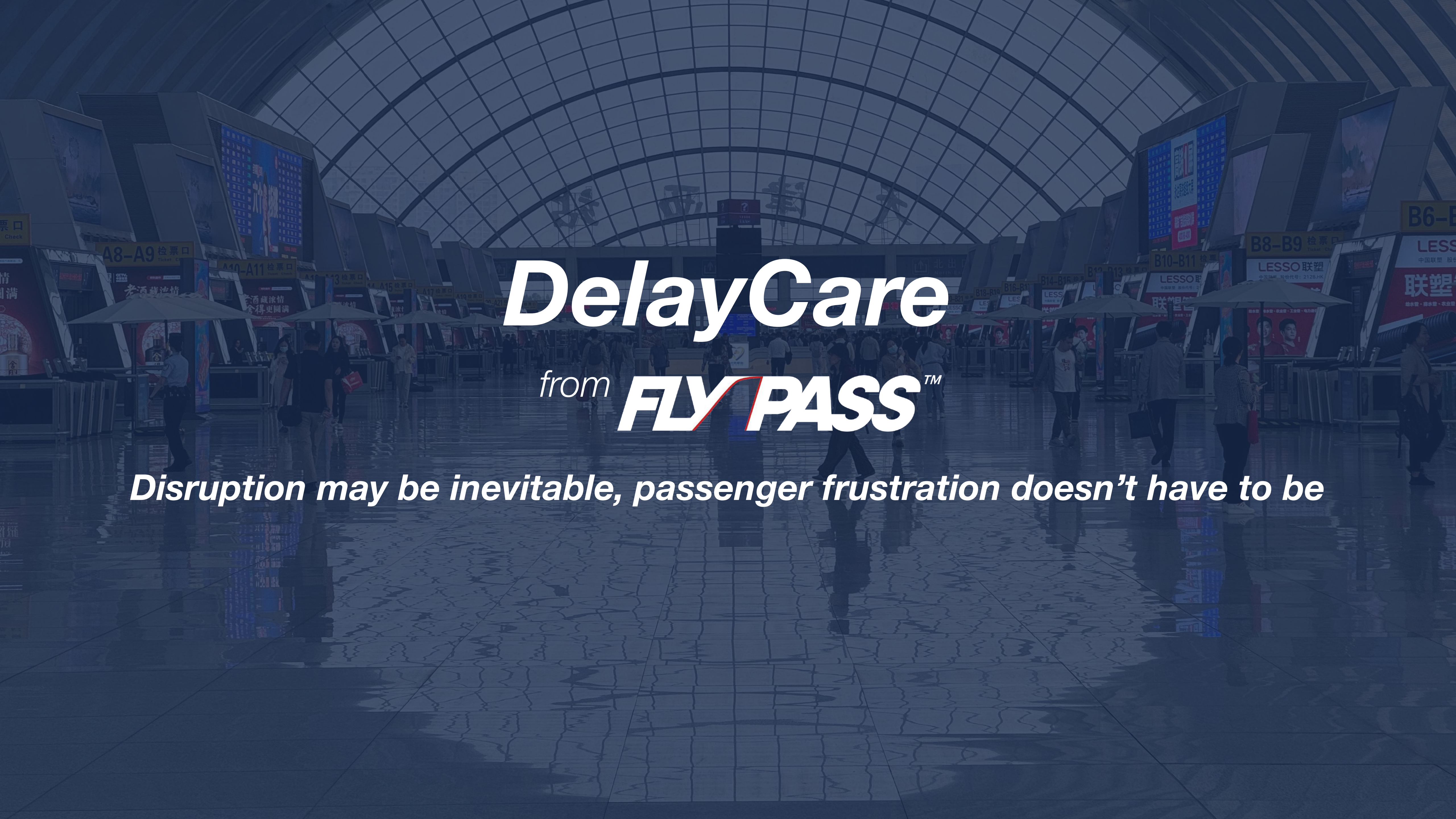




# *DelayCare*

from **FLY PASS**<sup>TM</sup>

*Disruption may be inevitable, passenger frustration doesn't have to be*

# *The Problem*



## *The moment that breaks the relationship*

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*When a flight is delayed or cancelled, airlines have one legally mandated\* job,*

### **TAKE CARE OF THE PASSENGER**

*But today disruption often means...*

*Queues. Call centers. Manual voucher distribution. Paper. Payment infrastructure. Multiple systems.*

*And for the passenger...*

***“What am I supposed to do now?”***

*A disruption can turn a loyal passenger into a detractor in minutes resulting in plummeting NPS*

***The problem isn't just the delay. It's how the airline handles the delay.***

\* Rule UK/EU 261 mandates that passengers be provided food, transportation or accommodation depending on delay or cancellation

# ***Why now?***

## ***Four forces are converging***

**FLYPASS**

### **1. AIR TRAVEL HAS REBOUNDED**

*Global passenger volumes have surpassed pre-pandemic levels and continue to grow.*

### **2. DISRUPTION ISN'T GOING AWAY**

*Weather, aircraft availability and operational disruption continue to affect millions of passengers worldwide.*

### **3. PASSENGER EXPECTATIONS HAVE CHANGED**

*Passengers increasingly expect airlines to communicate instantly and deliver assistance digitally, and are quick to express negative feelings on social media adversely affecting the airline's NPS.*

### **4. THE TECHNOLOGY IS FINALLY READY**

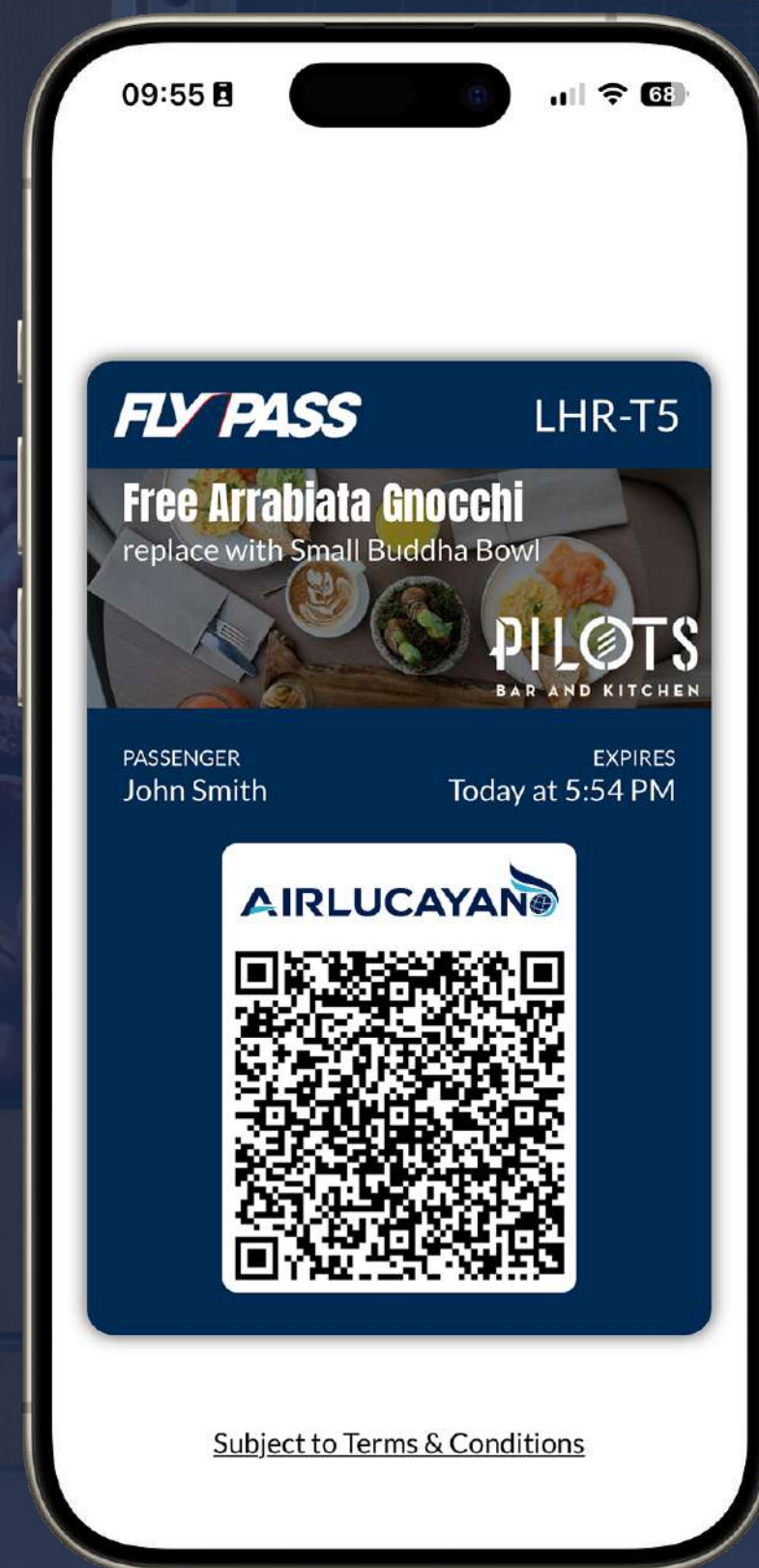
*Cloud platforms, real-time messaging, digital wallets, QR codes and AI-powered orchestration make automated passenger care possible without rebuilding an airline's technology stack.*

***The airline industry is ready for an NPS-boosting passenger care layer.***

# Meet DelayCare from FlyPass

**FLY PASS**

## Passenger care simply delivered



***FlyPass is a comprehensive disruption-management platform that lets airlines deliver assistance directly to passengers.***

***No app download. No payment card required. No complicated redemption. No Queues. Extremely light and non-intrusive integration. FlyPass manages terminal vendor relationships.***

***FlyPass connects the disruption event to the passenger's immediate need.***

***Airline identifies affected passengers***



***FlyPass orchestrates care***



***Passenger receives voucher***



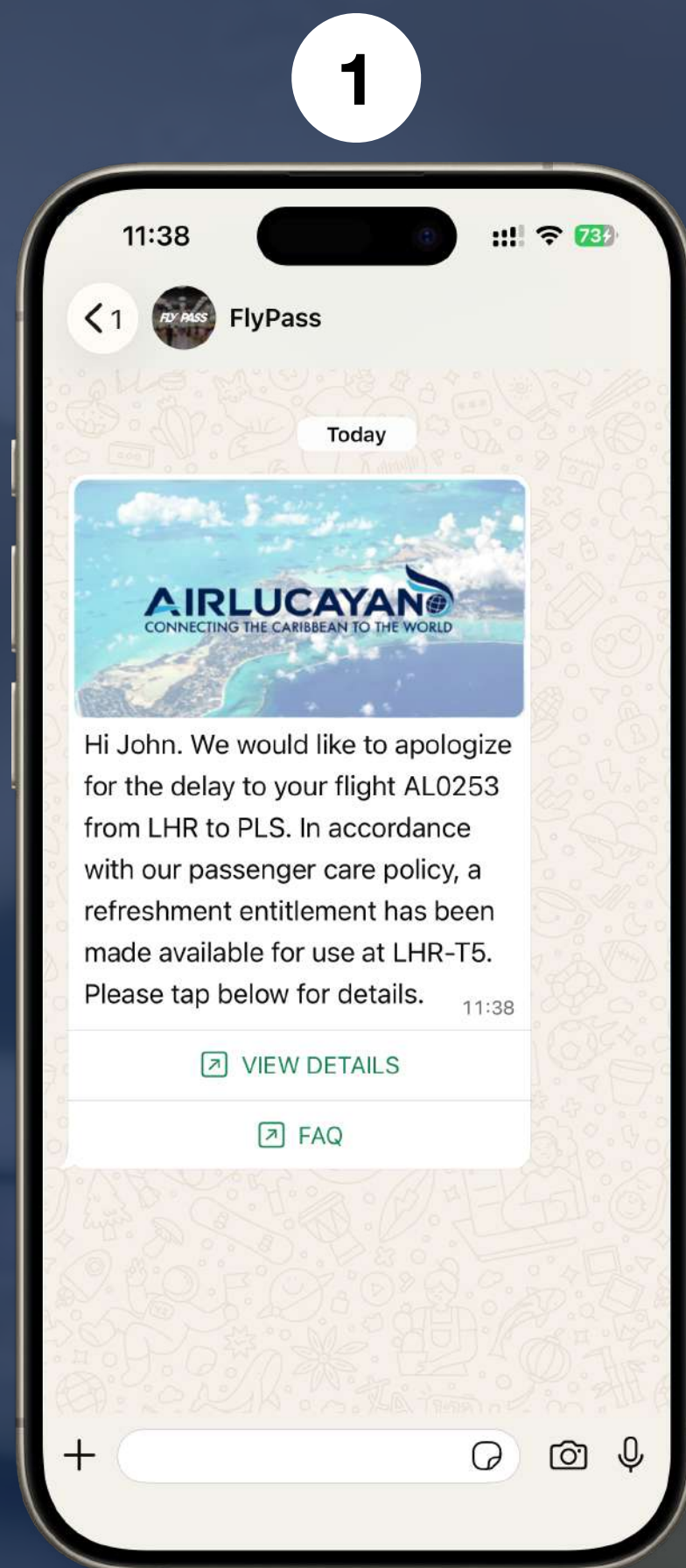
***Redeemable via QR scan—zero POS integration required for airport vendors.***

***Simple for the airline. Simple for the passenger. Simple for the vendor.***

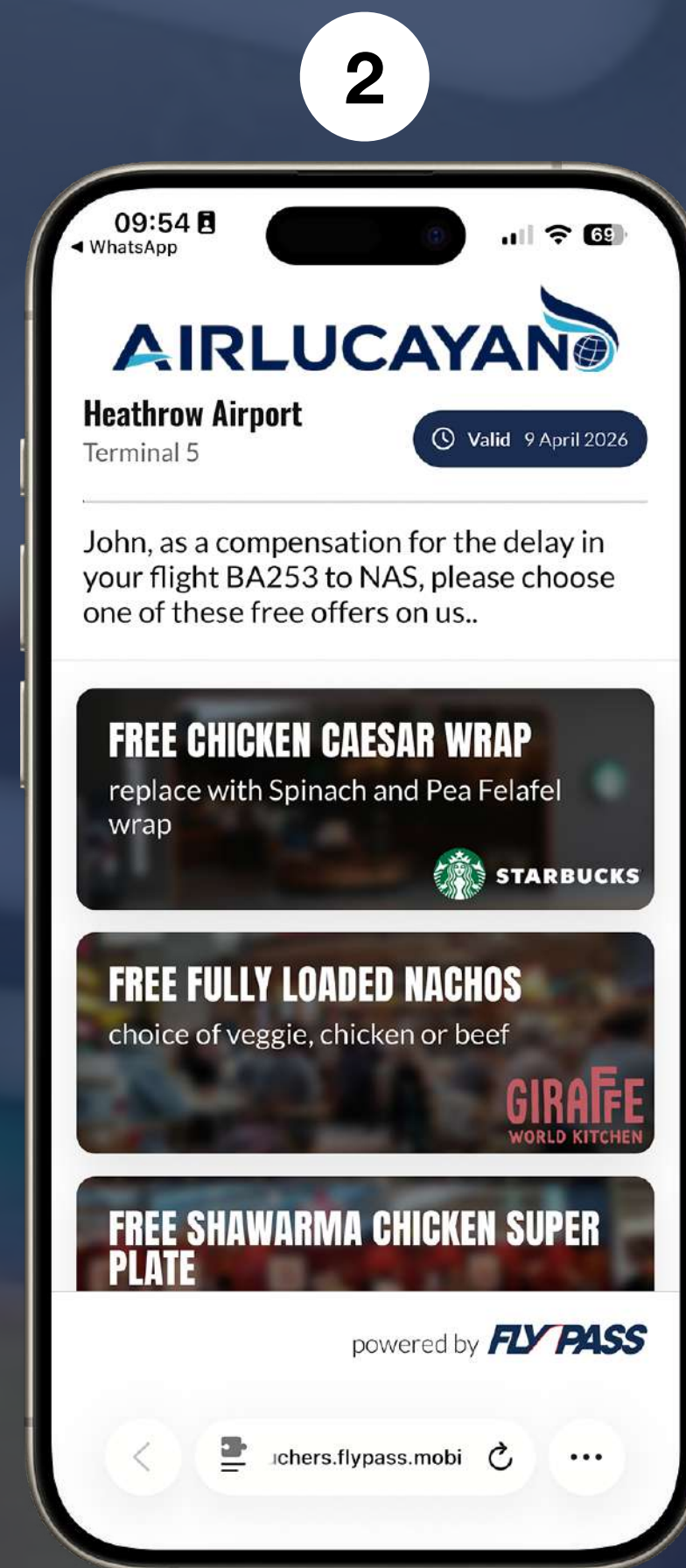
# FlyPass Intelligent Disruption Orchestration

**FLY**PASS

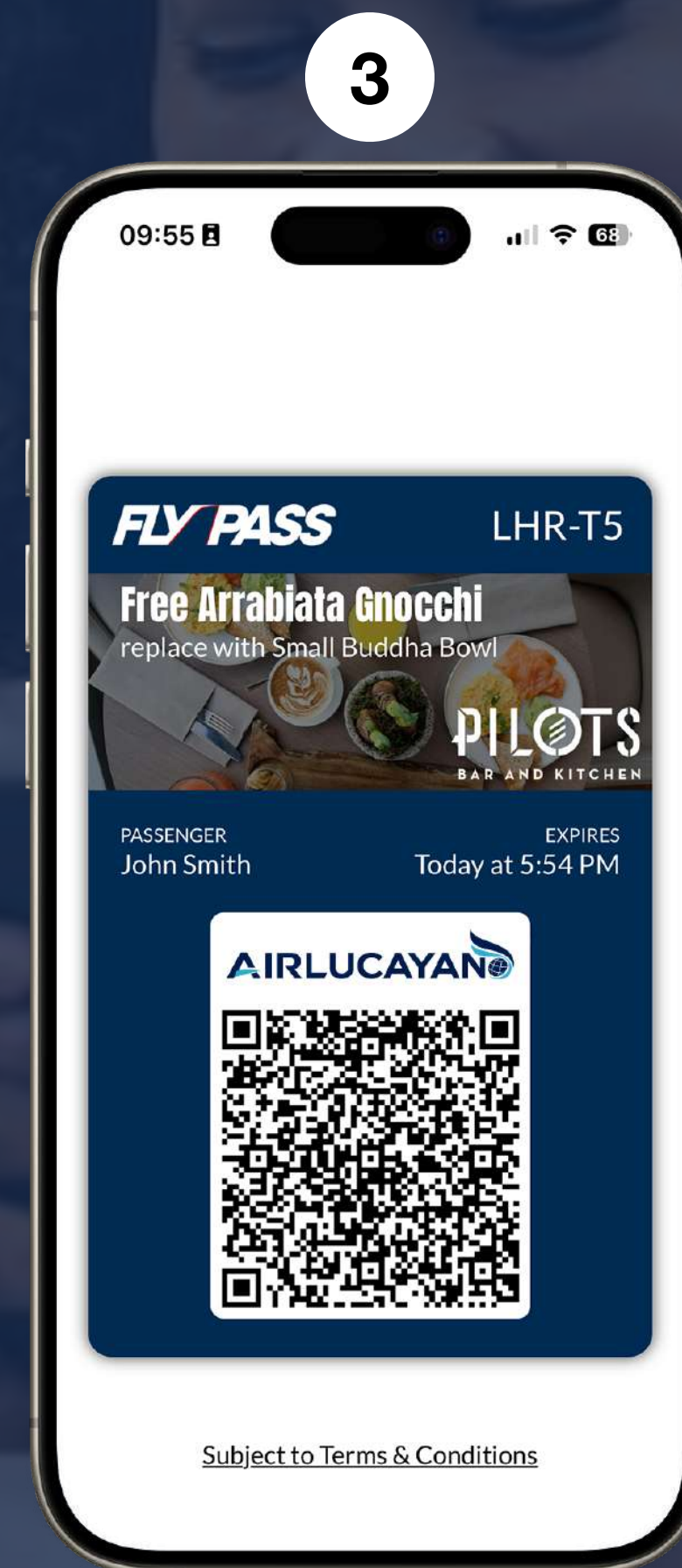
**3 Steps. No queues. No waiting. No hassle.**



**Passenger receives message via WhatsApp or SMS**



**Reviews offers available at the terminal**



**Selects offer and instantly receives voucher**

## WingMan AI

**FlyPass is more than a voucher issuer—it is an automated passenger-care engine.**

**Dynamic Personalization:** Instant menu and voucher tailoring based on delay length, tier status, and dietary needs.

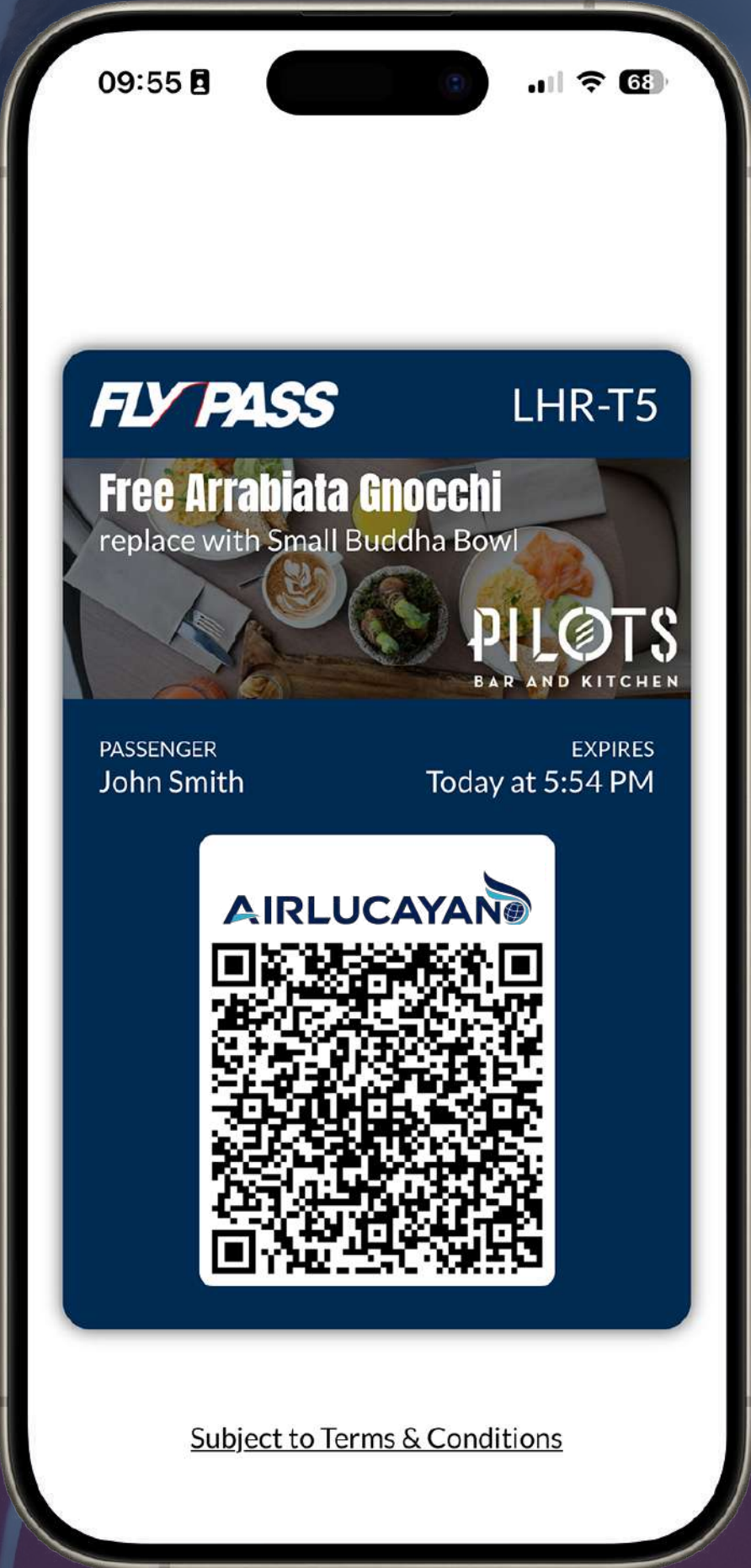
**Predictive Inventory Matching:** Real-time routing that prevents airport food court overcrowding during major delay surges.

**Automated Vendor Reconciliation:** Frictionless transaction clearing between airlines and vendors with zero manual accounting.

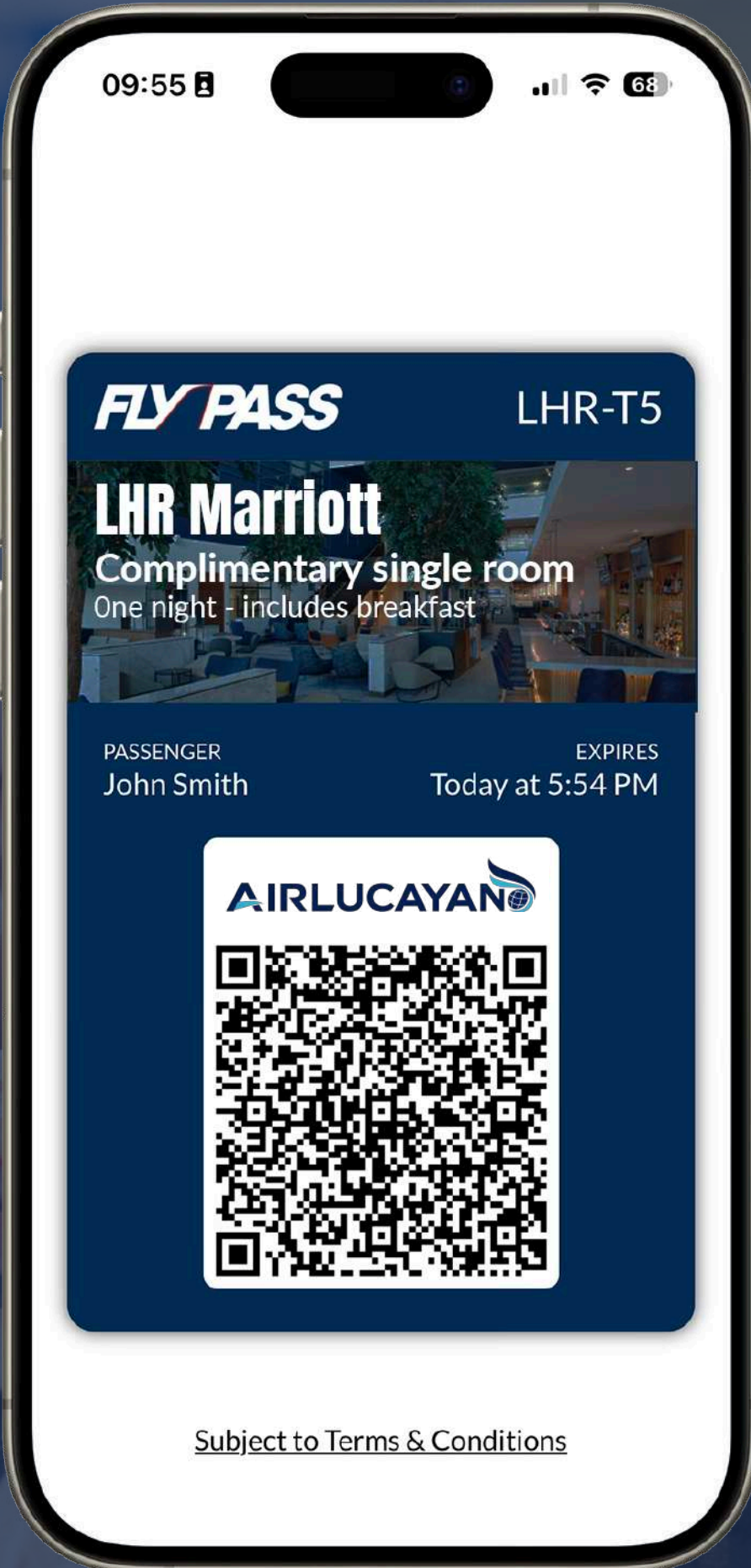
# Available across all duty of care channels

## Unified disruption communication with dynamic compensation offers





FOOD & BEVERAGE



ACCOMMODATION



TRANSPORTATION

# Speaking the Passenger's Language

**FLY PASS**

*Automated, real-time localization across WhatsApp and digital vouchers.*



*English — English*

*Traditional Chinese (HK) — 繁體中文 (香港)*

*Simplified Chinese — 简体中文*

*Japanese — 日本語*

*Korean — 한국어*

*Tagalog / Filipino — Tagalog*

*Indonesian — Bahasa Indonesiat*

*Thai — ไทย*

*Vietnamese — Tiếng Việ*

*Hindi — हिन्दी*

*Tamil — தமிழ்*

*Bengali — বাংলা*

*Gujarati — ગુજરાતી*

*Punjabi — ਪੰਜਾਬੀ Arabic — العربية*

*French — Français*

*German — Deutsch*

*Spanish — Español*

*Italian — Italiano*

*Dutch — Nederlands*

*Portuguese — Português*

# Wingman AI from FlyPass

**FLYPASS**

**Intelligent allocation of passengers to ease redemption flow**

## Without Wingman

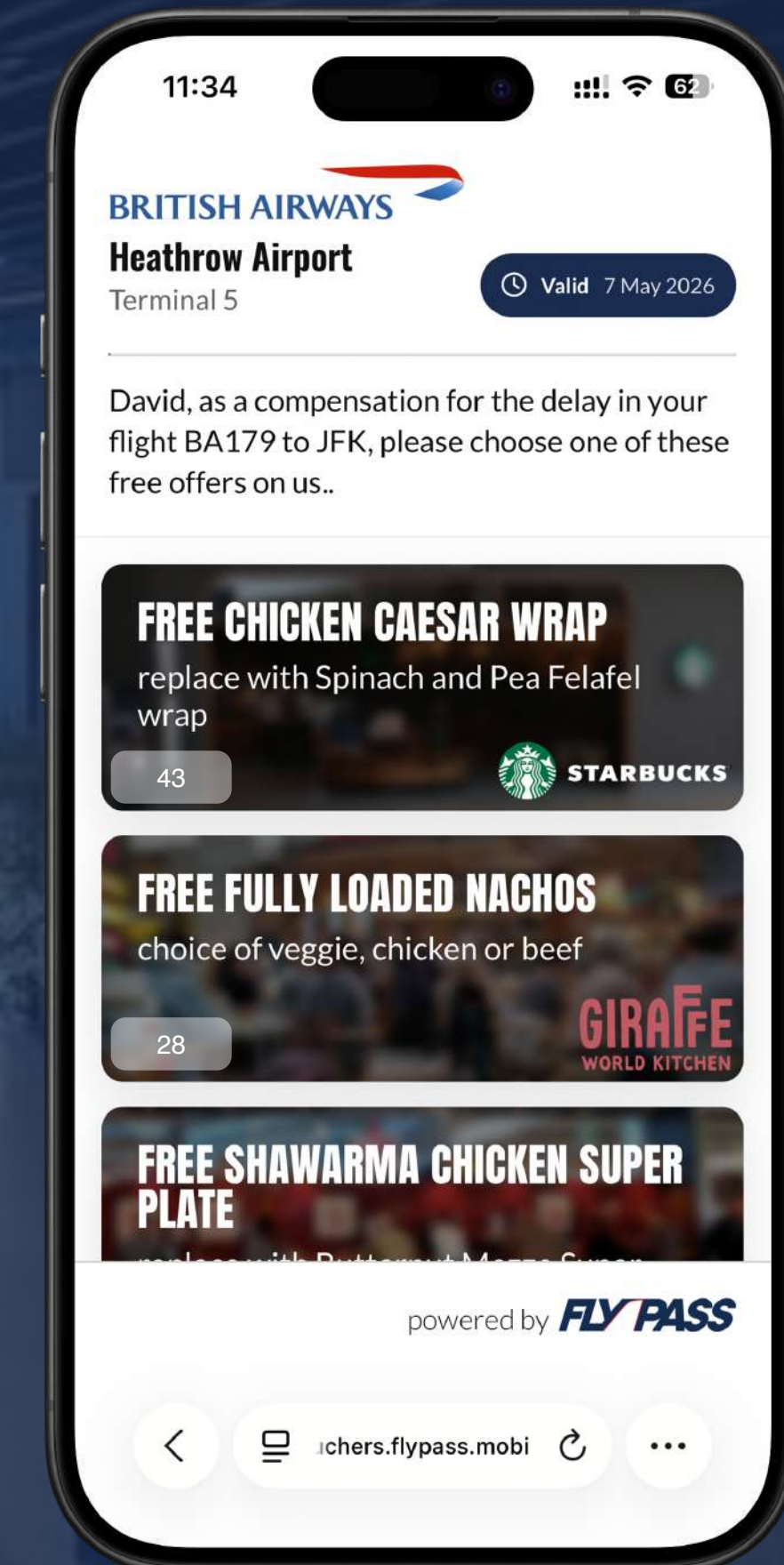
### ***Uncontrolled Distribution***

- *300+ passengers released at once*
- *No control over vendor choice*
- *Immediate queue formation*
- *Staff overwhelmed*
- *Slow redemption times*
- *Passenger frustration escalates*
- *Less than satisfactory compensation experience erodes brand*

## With Wingman

### ***Orchestrated Passenger Flow***

- *Passengers segmented into timed waves*
- *Demand balanced across multiple vendors*
- *Smart time windows prevent spikes*
- *Real-time adjustments based on live data*
- *Vendors operate within capacity*
- *Smooth redemption flow*



**Wingman transforms disruption from a surge problem into a managed flow**

# ***The Merchant Clearing House Engine***



***Removing vendor management friction and automating terminal payouts.***

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## ***FlyPass manages the airport vendor relationship***

*Introduction by the airline to vendor management company at airport. FlyPass onboards vendors*

## ***One Consolidated Contract***

*The airline signs a single agreement with FlyPass instead of negotiating with dozens of terminal concessionaires.*

## ***Simple Network Unit Pricing***

*Pre-determined amount per redeemed voucher paid directly to vendor. No monthly platform fees.*

## ***Seamless Settlement***

*Automated corporate payouts for multi-venue groups and direct deposits for independent franchisees.*

## ***Pre-Funded Escrow Model***

*Airlines pre-fund a treasury account, eliminating balance sheet credit risk and working capital drag for FlyPass.*

# ***Built for seamless integration***



***FlyPass is triggered with minimal integration effort***

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- ***Zero-Effort Data Ingest: FlyPass uses EDIFly to receive PNL, ADL and MVT messages to trigger voucher delivery***
- ***Integration Friendly: Integration with FlyPass is achieved by simply adding the FlyPass SITA Address to the airline's "phonebook".***
- ***Google Cloud Backbone: Built on Google Firebase for high resiliency.***

**AIRLINE PSS**

**PNL • ADL • MVT**



**e.g: PLSFP7X**

**FLY PASS**

# ***Secure Infrastructure & Network Architecture***

***FLYPASS***

## ***Enterprise-Grade Backbone for Airline Operations***

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### ***Operational Resilience***

- ***High-availability deployment architecture***
- ***Multi-region deployment readiness***
- ***Real-time health monitoring across infrastructure***
- ***Automated backup and disaster recovery procedures***
- ***Infrastructure-as-Code deployment***
- ***Secure rolling deployments***
- ***Resilient asynchronous processing***
- ***Operational isolation between systems to reduce blast radius***
- ***Designed to support large-scale IROPs***

- ***Hardened Cloud Backbone***
- ***Role-Based Access Control (RBAC)***
- ***Secure API Gateway Layer***
- ***Continuous Monitoring & Threat Detection***
- ***Principle of Least Privilege (PoLP)***
- ***End-to-End Encryption***
- ***Comprehensive Audit Logging***
- ***Designed for Enterprise Confidence***

# ***Passenger Data Security & Voucher Protection***

***FLYPASS***

## ***Privacy-First Passenger & Voucher Security***

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### ***Passenger Data Protection***

- ***Zero-Data Persistence Philosophy.***
- ***Privacy-First Design***
- ***Controlled Data Retention***
- ***Tokenized Passenger Flows***
- ***Trusted Passenger Experience***

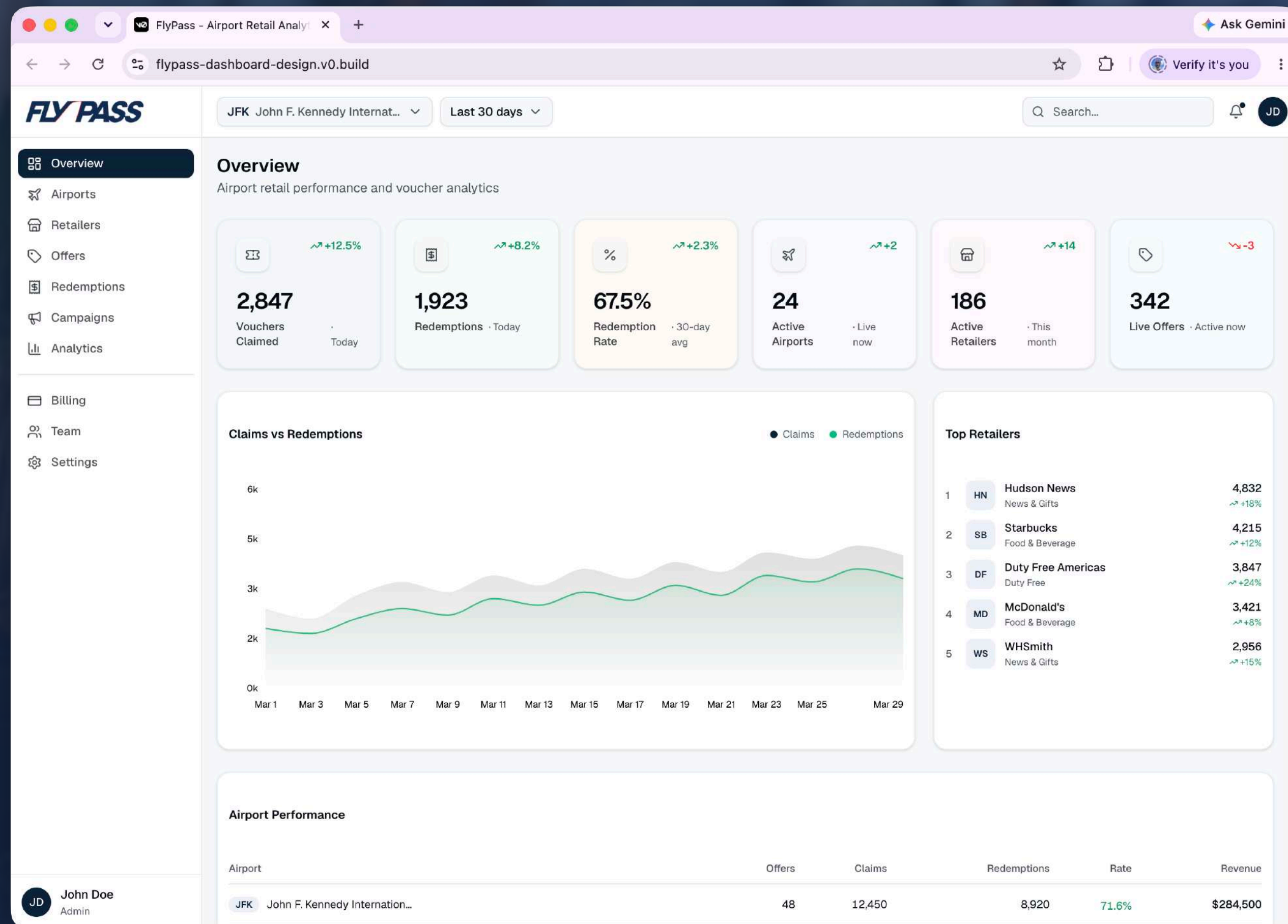
### ***Voucher & Redemption Security***

- ***Cryptographically Signed Voucher Payloads***
- ***Secure QR Validation***
- ***Fraud & Abuse Detection***
- ***Redemption State Protection***
- ***Vendor Validation Controls***

# Measure what matters

**FLYPASS**

Every interaction is tracked and surfaced through a dedicated analytics dashboard



**Real-time redemption tracking**

**Passenger engagement insights**

**Revenue & cost analytics**

**Operational reporting**

# *The Team behind FlyPass*

**FLYPASS**

*Over 80 years of combined experience in the airline industry*



## **FlyPass Advisory and Supervisory Board**

**Lyndon R. Gardiner**

Owner & Chairman  
interCaribbean Airways

**Richard Stokes**

CEO - EDIFly  
ex Sr V.P. - SITA

**Ravi Ramamrutham**

Founder  
Head of Product  
FlyPass

**Neil Chowings**

Co-founder  
Head of Mktg & Sales  
FlyPass

**Ciaran Ryan**

Co-founder  
Head of Delivery  
FlyPass

# *Invest in innovation and growth with FlyPass*

*“Let’s redefine airport experiences together”*

Scan to see a demo  
of FlyPass DelayCare

