



U.S. Department of
Transportation

Office of the Secretary
of Transportation

Transportation Facts

Aviation Consumer Protection Division

Information for consumers regarding the bankruptcy of Island Airlines

Island Airlines ceased flight operations on December 11, 2015 and filed for Chapter 7 bankruptcy protection on December 21, 2015. Set forth below are certain alternatives available to Island Airlines customers who have paid for future transportation, or who have other claims against the carrier.

Refunds

Island Airlines customers who paid by credit card and who do not receive substitute transportation should file a claim with their credit card company. Write to your credit card issuer at the address listed on your monthly statement for disputing a charge. (This might not be the address where you send your payment.) State your account number. Enclose a photocopy of the ticket, itinerary or receipt if possible, or indicate the price of the transportation and the date it was purchased. If the transportation was partially used, identify the used and unused segments. State that Island Airlines is in bankruptcy and has ceased operations, that you will not receive the services that you charged to your account, and that you are requesting a credit pursuant to the Fair Credit Billing Act.

The credit card issuer must receive this notice no later than 60 days after the date that you received the first monthly statement that listed the Island Airlines charge, although credit card companies sometimes waive this deadline.

Bankruptcy claim

If you cannot take advantage of any of the options described above, you can file a claim in the bankruptcy proceeding. The claim must be filed on Form B-410, "Proof of Claim." You can obtain this form from any U.S. courthouse, or on the Web at <http://www.uscourts.gov/forms/bankruptcy-forms/proof-claim-0>. When filling out the form, the Debtor is Island Airlines LLC. You are the Creditor. The Bankruptcy Court is the District of Massachusetts and the Case Number is 15-14926-JNF. Enclose a photocopy of your ticket or itinerary, or any other documentation that supports your claim. For item 9, claims concerning payments for air transportation (including ticket books) or pending baggage claims (see below) are *not* secured. For item 12, select "Yes" and "Other" and enter "(7)" in the parentheses on the "Other" line.

Make copies of the form and enclosures for your records and send the claim to:

U. S. Bankruptcy Court
J.W. McCormack Post Office & Court House
5 Post Office Square, Suite 1150
Boston, MA 02109-3945

Such a filing does not guarantee a refund. If a refund is made, it may not be for the full amount of the claim. The process may take a long time. You should note that if you obtain substitute air service from another carrier, it may affect your right to a refund in the bankruptcy proceeding or from a credit card issuer.

Baggage

As with refunds, Island Airlines is not making payments at this time for baggage or cargo claims (e.g., loss/damage/pilferage). You can pursue a claim in the bankruptcy proceeding; see above.