



Tobias Wessels

Founder Rebound

IATA - Tech Players' Response

November 18, 2020



Founded in 2020

HQ in Silicon Valley, CA

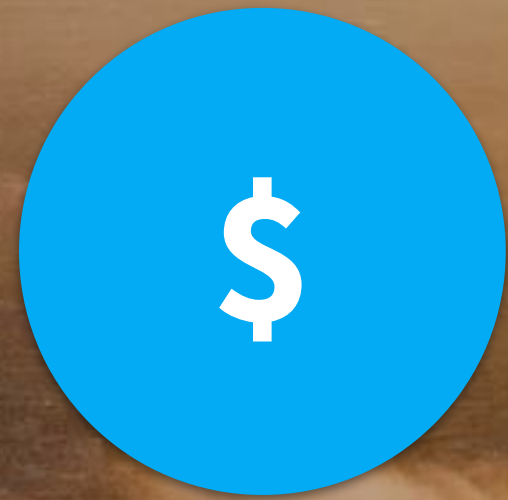
By former airline & travel execs from





CANCELLED FLIGHTS

Value Propositions



**RETAIN
CASH**



**REDUCE
CHARGEBACKS**



**STRENGTHEN
LOYALTY**



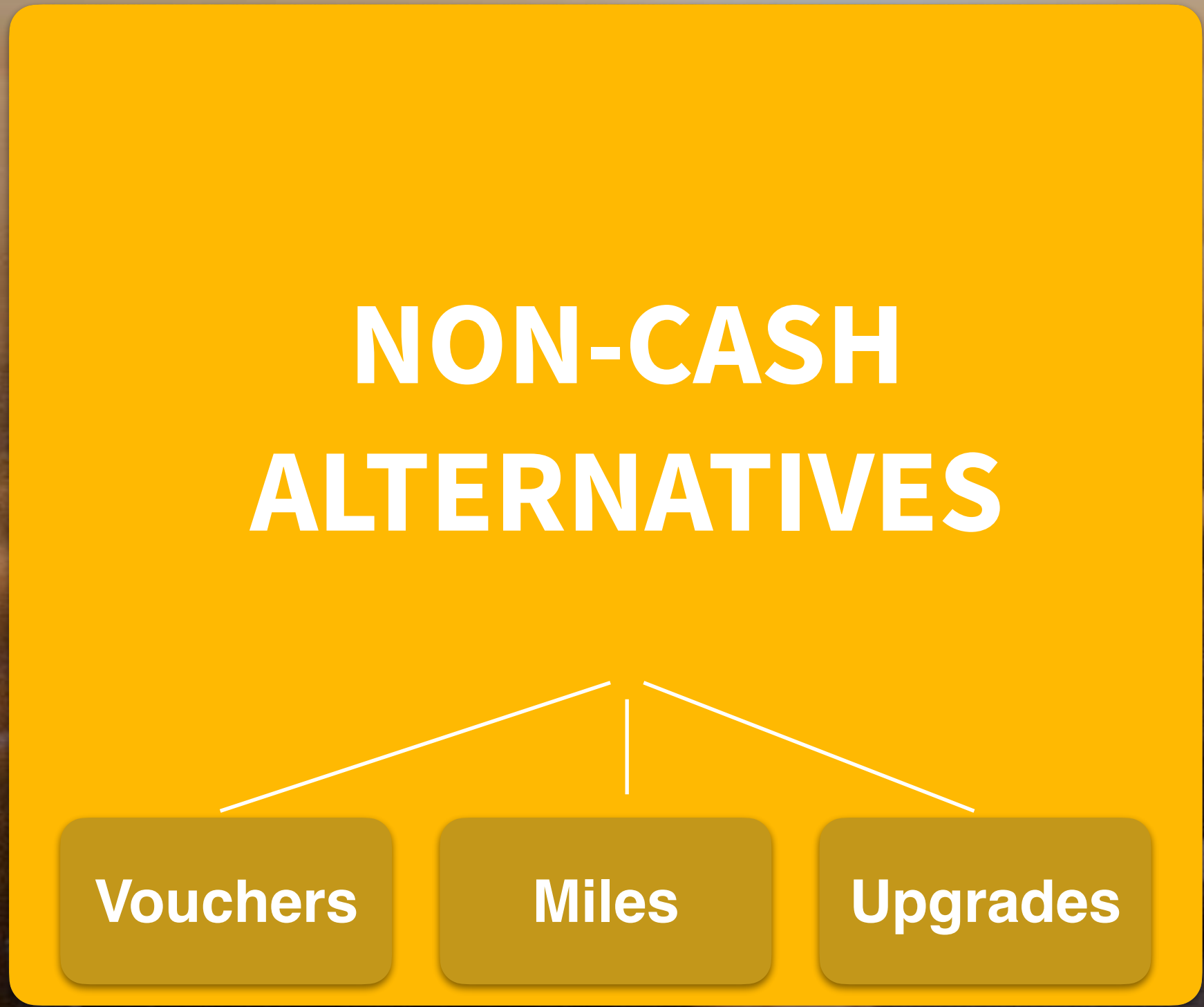
The Problem



KEEP

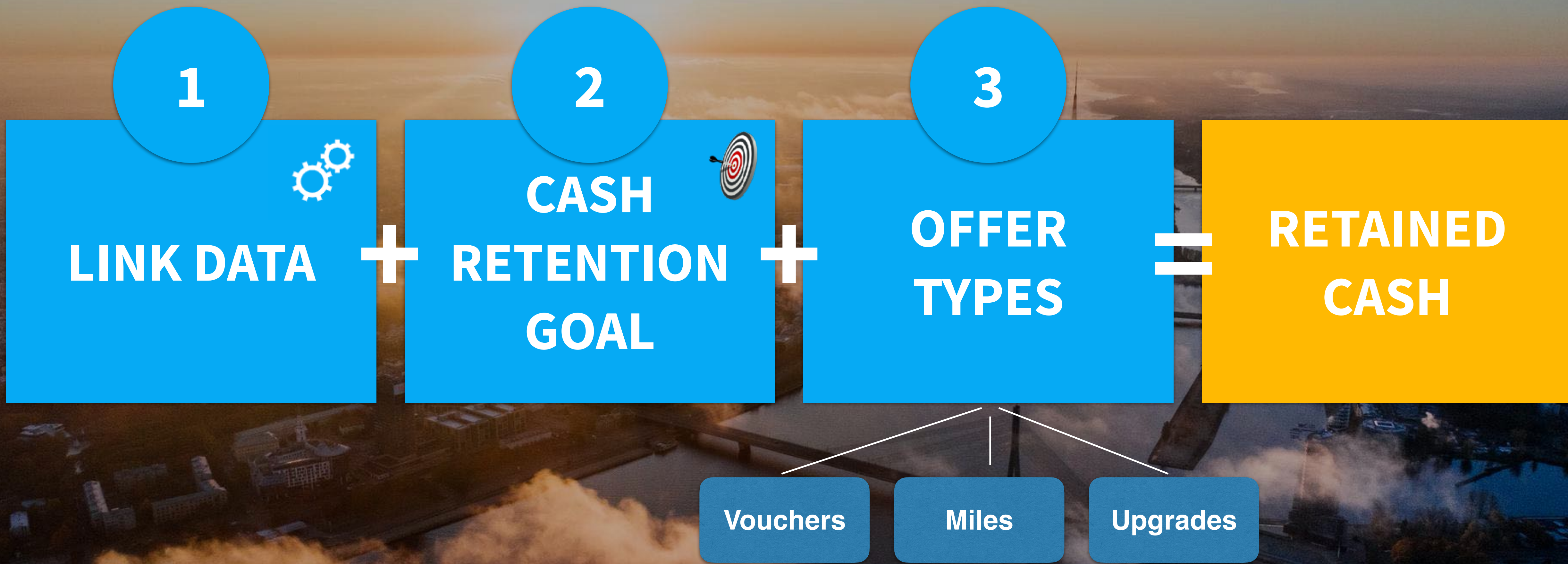
Your cash

Your customers happy





Easy Process





Customer View



Customer View

Refund & Options

We are sorry that we had to cancel your original flight We are ready to process your cash refund but we like to share a few special offers that are only available to you. You can make your choice for the next 7 days



Receive your refund of 2,000 Dollars, credited to the payment method used



Receive a travel voucher worth 2,500 Dollars, on future travel



Receive 140,000 miles in your Miles & More account

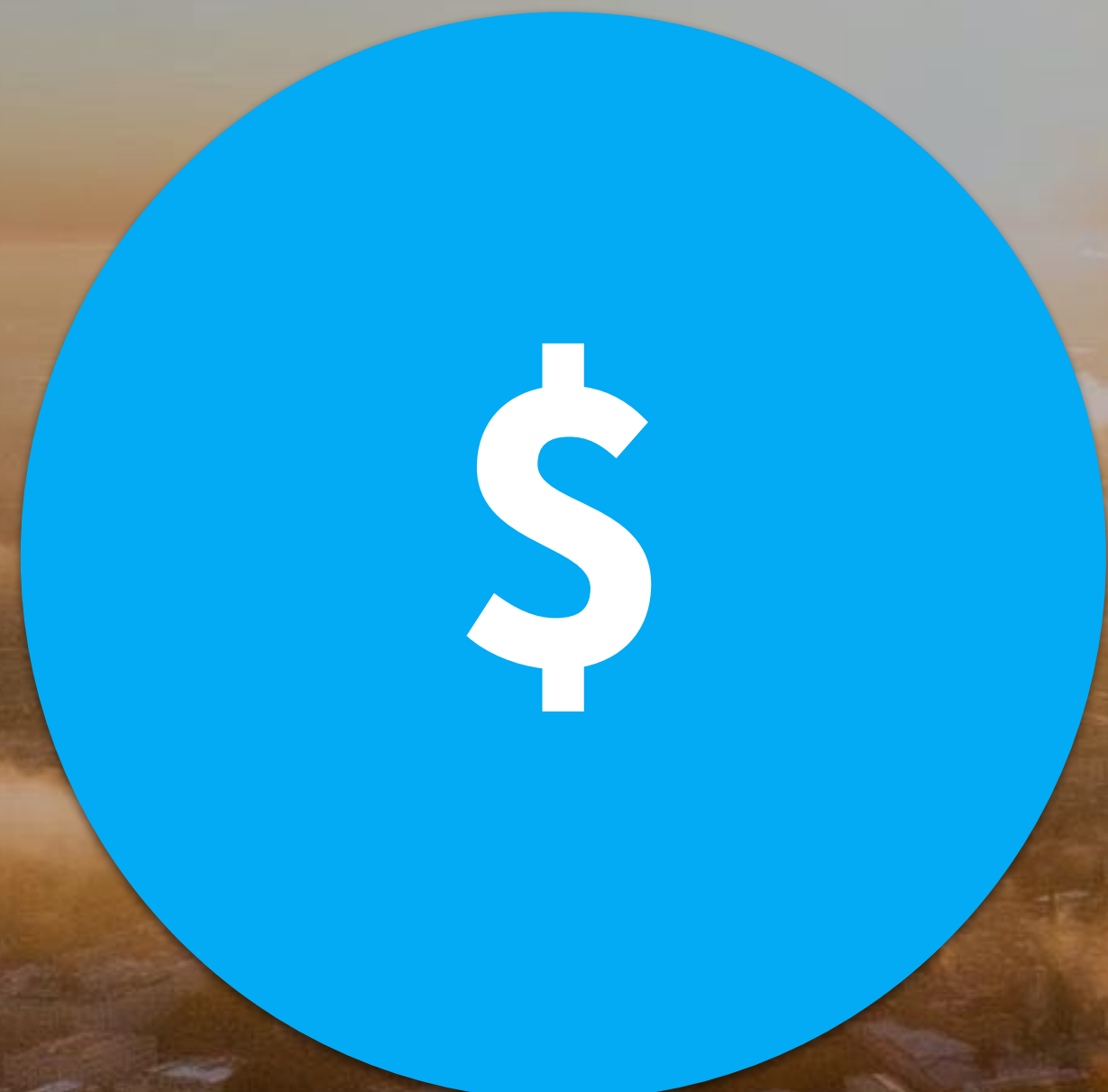
Yes, I accept the [Terms and Conditions](#).

I confirm my selection

**PERSONALIZED
OFFER**



Cash & Loyalty



+



**RETAIN
CASH**

**STRENGTHEN
LOYALTY**



Chargeback Benefit



Chargeback Risk

Customer chargebacks are a **major financial** burden that are expensive to manage and reduce.



With Rebound

Customers that pass through Rebound validate that the original payment was justified.



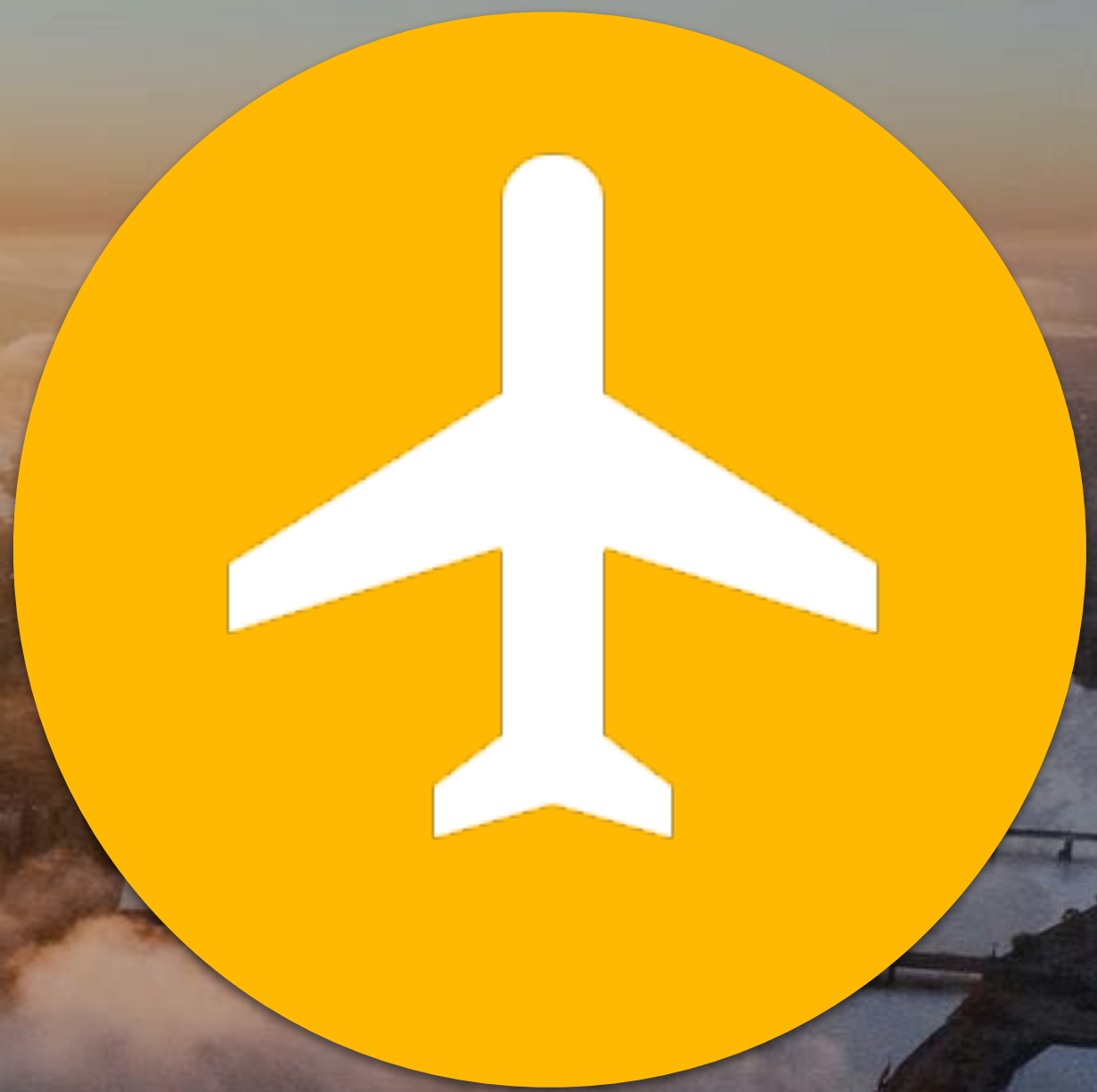
Airlines use Rebound's Fingerprint as evidence to the Acquirer to eliminate existing Chargebacks.



Competition?



COMPETITON



IN-HOUSE



In-House Competition



AIRLINE A

Has your flight been cancelled or do you wish to travel at a later date? If your ticket has a booking date up to 15 May 2020 and a place of departure in the EU¹, Switzerland, the UK or the USA, you can convert it into a Flight Value Voucher – for the same value as your original ticket.

AIRLINE B

Contact Information

Please enter your contact information exactly as it appears on your reservation.

First name* Last name* Suffix

Country code* Phone number*

Street address line 1* Street address line 2

ZIP/Postal code* City* State/province/region/country*

Country/Region*

No Incentive

Difficult Process

Performance

**Cash Retention
@
Lowest Opportunity Cost**

Speed-To-Market

**No Wait
Ready-To-Go**

Business Model

**Small Commission
on
Retained Revenues**

Refunds

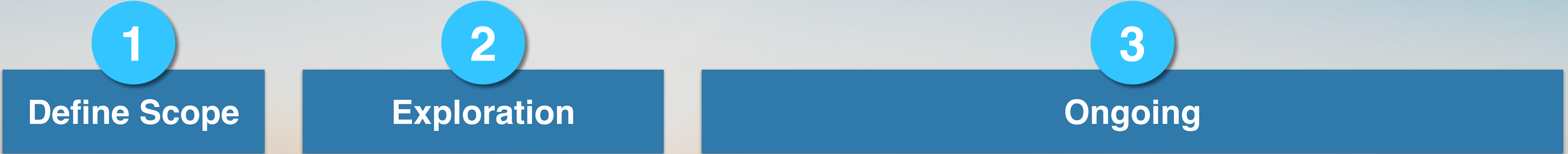
Denied Boarding Compensation

Lost Luggage

Customer Service Issues

USD 30 Billion (p.a.)

Pain-free process



1

High ROI

- You retains cash by avoiding cash refunds
- Lock-in future business
- Reduce chargebacks
- No fixed cost
- Fee is success-based on retained cash

2

Simple Set-up

- Minimal internal resources needed
- Data passing via file share or API
- No integration needed with existing IT/PSS



Questions?

Contact

tobias@reboundtravel.com

www.reboundtravel.com

In-house

- Time and resource consuming
- Could be distracting from business
- Maintenance effort
- Generic offers / One-size fits all
- Data models are only based on your data

Rebound

- No cost, small % withheld from cash
- Offers are optimal for each customer and consider your actual cost
- Benefit from existing industry data-set
- Leverage existing platform
- Simple integration
- Start generating cash now
- Lower your chargeback risk