



AIRHELP AIRLINE SCORE METHODOLOGY

To assess airlines, AirHelp factored in delayed and canceled flights, thousands of public reviews and claim processing analysis. Here are the specific data points we measured:



On-time performance - 33.33% of AirHelp Airline Score

AirHelp collects data from multiple commercial vendors in order to create the most reliable and accurate collection of flight data in the world. The database then cross references these figures with a variety of reliable sources such as government agencies, airport databanks, flight-tracking vendors, historical resources, etc.

When different sources disagree, AirHelp ranks them in order of authority, but the data is not manipulated to estimate the 'actual' arrival and departure times. Minimal delays of less than 15 minutes are interpreted as being on-time.

To measure airline on-time performance, AirHelp calculates how many flights in the whole examined period arrived on time. We express it in percentages (for example score 8.5 means 85% of flights arrived on time), with a higher percentage meaning more flights are on time.



Quality of Service - 33.33% of AirHelp Airline Score

In order to constantly improve the accuracy of our ranking, this year the Quality of Service score includes a larger diversification of the data sources used, including a combination of public reviews from what AirHelp has identified as some of the most reliable sites in the world.



Claim processing - 33.33% of AirHelp Airline Score

Claim processing includes our own data and consists of the following three categories: how responsive an airline is, how good its internal claim handling procedures are and how quickly they pay out for valid claims.

Claim handling: takes into consideration the number of times an airline wrongfully rejected or ignored a claim, in relation to the total number of claims submitted in a given season.

Claim turnaround: calculates the total time the airline takes to acknowledge and process a valid claim.

Claim payout: takes into consideration how long it takes for an airline to pay out the money owed on a valid claim.