

MEDIA STATEMENT

October 22, 2019

Says Ed Schmidtke, President and Chief Executive Officer, Thunder Bay International Airports Authority:

"On Friday, October 18th, a group of Thunder Bay International Airport Authority customers were inadvertently affected by a billing system error on one of our parking exit gates. The error resulted in some customers' credit cards being charged for delayed fees dating back to 2017.

The Thunder Bay International Airports Authority has been working closely with the third party supplier of the parking meter system to investigate the cause of the error. It has now been determined that the billing error was related to a software issue. This software issue has now been resolved and will not impact parking services moving forward.

The Thunder Bay International Airports Authority sincerely apologizes for any inconvenience the software issue may have caused. All impacted customers will receive full refunds for the delayed parking charges. The refund process is expected to take three to five business days and we appreciate everyone's continued patience as we complete the process."

About TBIAA

TBIAA is the private, non-shareholder corporation responsible for the operation of the Thunder Bay International Airport. TBIAA receives no government funding for the operation of the Airport. Economic activity related to the Airport is responsible for an estimated \$645 million dollars in GDP annually and over 5000 jobs.

Customers are encouraged to visit www.thunderbayairport.com for more information on services and facilities offered by Thunder Bay International Airport.

For more information, contact:

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