February 16, 2004

Dockets-Docket OST 98-3304-66
U.S. Department of Transportation
400 Seventh Street S.W., Room PL 401
Washington D.C. 20590

To whom it may concern:

Attached you will find the amended Family Assistance Plans in compliance with the Vision 100-Century of Aviation Reauthorization Act of the following Grupo Taca Airlines:

Aviateca, S.A.

Lineas Aéreas Costarricenses, S.A. (LACSA)

Nicaraguense de Aviación, S.A. (NICA)

Taca de Honduras, S.A.

Taca International Airlines, S.A.

Trans American Airlines, S.A. dba/ Taca Peru

Taca Ecuador, S.A.

Best Regards,

Capt. Miguel Mojica
Flight Safety Manager
Grupo Taca
February 16, 2004

Dockets-Docket OST 98-3304
U.S. Department of Transportation
400 Seventh Street S.W., Room PL 401
Washington D.C. 20590

To whom it may concern:

This is an amendment submitted by Aviateca, S.A. to the Foreign Air Carrier Family Assistance Plan filed in the year 2000.

The plan complies with the requirements defined in the original legislation and with the amendments required by the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR 21) and the Vision 100-Century of Aviation Reauthorization Act (Pub. L. 108-176; 117 Stat. 2490, December 12, 2003).

The Airline has also contracted the services of Kenyon International Emergency Services to assist in the response.

Best Regards,

Capt. Miguel Mojica
Flight Safety Manager
Aviateca, S.A.
AVIATECA AIRLINES
FAMILY ASSISTANCE PLAN
FEBRUARY 2004

This Family Assistance Plan is submitted in compliance with the Vision 100-Century of Aviation Reauthorization Act. In this plan, Aviateca uses the organized procedures that have been put into place to best meet the needs of customers and families as outlined in the Vision 100 Century of Aviation Reauthorization Act.

Aviateca’s plan to assist those affected by an aviation disaster is part of a larger organized effort, which includes the National Transportation Safety Board and many other government agencies to provide the highest level of support to survivors and family members.

1. After an aviation disaster involving a Aviateca aircraft, Aviateca will publicize a reliable, toll-free telephone number, and will provide staff to handle calls from the families of the passengers. Aviateca has contracted with Kenyon International Emergency Services, Inc. to provide services in support of Call Center requirements.

a) Aviateca will immediately notify the Kenyon Call Center when an accident has occurred.

b) The Kenyon Call Center will activate a toll-free telephone number (which has been reserved and is ready for activation) that has been designated specifically for public inquiries regarding the accident.

c) Upon activation, the Kenyon Call Center will:

1) Advise call center personnel that the toll-free number has been activated and to prepare to begin answering telephone calls.

2) Advise Aviateca the toll-free number has been activated and is ready for publication to the media.

2. Aviateca will notify the families of the passengers prior to any public notice of the names of the passengers, either by utilizing the services of the organization designated for the accident under 49 U.S.C. Section 1136(a)(2) or the services of other suitably trained individuals under Vision 100- Century of Aviation Reauthorization Act (P.L. 108-176, 117 Stat. 2490). Aviateca has contracted with Kenyon International Emergency Services, Inc. to provide services in support of notification requirements.

a) As each name on the manifest is verified, the passenger’s name will be assigned to a trained team member who is responsible for notifying the family.
AVIATECA, S.A.
Family Assistance Plan

b) Sources of information team members may use to obtain family member contact information include:

1) Travel agency phone numbers
2) Inbound phone calls
3) Passport information

3. Aviateca will provide notification to the family of a passenger as soon as Aviateca has verified that the passenger was aboard the aircraft (whether or not the names of all the passengers have been verified) and to the extent practicable in person.

4. Aviateca will provide to the Office of Transportation Disaster Assistance designated for the accident under 49 U.S.C. Section 1136(a)(1) and to the organization designated for the accident under 49 U.S.C. Section 1136(a)(2), immediately upon request, a list (which is based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), and will periodically update the list. This list will also be marked “Not for Public Release.”

5. Aviateca will consult with the family of each passenger regarding the disposition of all remains and personal effects of the passenger within the control of Aviateca. Aviateca has contracted with Kenyon International Emergency Services, Inc. to provide services in support of all human remains and personal effects issues.

6. If requested by the family of a passenger, Aviateca will return any possession of the passenger, within the control of Aviateca, to the family unless the possession is needed for the accident investigation or any criminal investigation. Aviateca has contracted with Kenyon International Emergency Services, Inc. to provide services in support of all personal effects issues.

7. Aviateca will retain any unclaimed possession of a passenger, within the control of Aviateca, for at least 18 months. Aviateca has contracted with Kenyon International Emergency Services, Inc. to provide services in support of all personal effects issues.

8. Aviateca will consult with the family of each passenger about construction by Aviateca of any monument to the passengers, including any inscription on the monument.

9. The treatment of families of non-revenue passengers (and any other victim of the accident) will be the same as the treatment of the families of revenue passengers.

10. Aviateca will work with any organization designated under 49 U.S.C. Section 1136(a)(2) on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following an accident.
AVIATECA, S.A.  
Family Assistance Plan

11. Aviateca will provide reasonable compensation to any organization designated under 49 U.S.C. Section 1136(a)(2) for services provided to or on behalf of Aviateca by that organization.

12. Aviateca will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.

13. Aviateca will commit sufficient resources to carry out our Family Assistance Plan.

14. Upon request of the family of a passenger, Aviateca will inform the family of whether the passenger’s name appeared on a preliminary passenger manifest for the flight involved in the accident whether or not the name of that person has been verified.

15. Aviateca will provide adequate training to the employees and agents of Aviateca to meet the needs of survivors and family members following an accident.

16. In the event that Aviateca volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, Aviateca will consult with the National Transportation Safety Board and the Department of State on the provision of the assistance.

17. In the event that Aviateca is involved in an accident that results in significant damage to a man-made structure of other property on the ground Aviateca will promptly provide notice, in writing to the owner of the structure or other property about liability for any property damage and means for obtaining compensation. The written notice shall advise an owner to contact the insurer of the property as the authoritative source for information about coverage and compensation. Do not rely on unofficial information offered by foreign air carrier representative about compensation by the foreign air carrier for accident site property damage. Obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restriction on access to the accident site.

18. In the event an accident occurs involving Aviateca and which the NTSB conducts a public hearing or comparable proceeding at a location greater that 80 miles from the accident site, Aviateca will ensure that proceedings will be available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the Aviateca flight if both are located in the United States.

19. Pursuant with the Foreign Air Carrier Family Support Act of 1997, 49 United States Code Section 41313 (c), with the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR 21) and with the Vision 100-Century of Aviation Reauthorization Act (P.L. 108-176, 117 Stat. 2490, approved in December 2003) this updated family assistance plan will be filed with the National Transportation and Safety Board and the Department of Transportation.