



FCCPC

Federal Competition & Consumer Protection Commission

INVESTIGATION OF POSSIBLE VIOLATION OF CONSUMER RIGHTS UNDER THE FEDERAL COMPETITION AND CONSUMER PROTECTION ACT (FCCPA) AND SUNDRY ENACTMENTS/GUIDELINES

Date of Occurrence: December 10, 2019

Time: 11:00 am (Approximately)

Location: Air Peace flight P47210 from Lagos to Warri

The Federal Competition and Consumer Protection Commission (Commission) has an open and active investigation with respect to the above subject matter.

In furtherance of this, any information that you can provide will be helpful. Specifically, please provide responses to the following questions:

1. Were you a passenger on Air Peace flight P47210 from Lagos to Warri on December 10, 2019?

YES

NO

2. Was the flight delayed?

YES

NO

3. Did you witness any incident, dispute or exchange between any passenger, the crew of the aircraft or airport and airline officials? If yes, please describe below:

YES, A CERTAIN FEMALE PASSENGER REFUSED TO CHECK HER HAND LUGGAGE

RATHER SHE WAS CREATING A SCENE EVEN AFTER MANY CREW MEMBER

AND CO PASSENGERS INTERVENED, THE PILOT ANNOUNCED HE WDN'T FLY UNTIL PASSENGER GETS DOWN. SECURITY PERSONEL WERE CALLED IN TO TAKE HER OFF IT

4. If your response to 3 above is "yes", did you form any personal opinion on what you saw?

YES

NO

HAVE AND THE FLIGHT EVENTUALLY TOOK OFF AFTER ABOUT SOMING DELAY

5. If your response to 4 above is "yes", kindly describe that opinion below:

IT WAS A VERY LONG APPROACH AS ALL THE PASSENGERS WERE ASKED TO CHECK IN THEIR HANDS LUGGAGE AND SHE REFUSED BUT WAS ATTEMPTING TO CALL HER HUSBAND, IT LED TO UNNECESSARY DELAY AND DISCOMFORT AS THE PLANE WAS HOT AND UNCOMFORTABLE

6. Were you concerned about any particular person's conduct or attitude? YES NO

7. If your response to 6 above is "yes", who? THE FEMALE PASSENGER

8. Would you consider the conduct of any person, whether crew, security, airline official or passenger disruptive or inappropriate? YES NO

9. If your response to 8 above is "yes", who? THE FEMALE PASSENGER BECAUSE AT SOME POINT WHEN THE PILOT REFUSED TO FLI PASSENGERS EVEN BEG HER TO APOLOGISE TO THE FLIGHT CAP TAKE OF BUT REFUSED
Please provide your response via email to contact@fccpc.gov.ng within 7 days from the date of receipt of this questionnaire with the subject as "RE: INVESTIGATION OF POSSIBLE VIOLATION OF CONSUMER RIGHTS UNDER THE FEDERAL COMPETITION AND CONSUMER PROTECTION ACT (FCCPA) AND SUNDRY ENACTMENTS/ GUIDELINES".



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1. Were you a passenger on Air Peace flight P47210 from Lagos to Warri on December 10, 2019?

YES

NO

2. Was the flight delayed?

YES

NO

3. Did you witness any incident, dispute or exchange between any passenger, the crew of the aircraft or airport and airline officials? if yes, please describe below:

YES. A lady passenger refused to check in her hand luggage and was so rude to the crew members including the pilot.

4. If your response to 3 above is "yes", did you form any personal opinion on what you saw?

YES

NO

5. If your response to 4 above is "yes", kindly describe that opinion below:

She was asked to disembark but she refused. Other passengers appealed to her to calm down and apologize to crew members but refused. Several Security personnel appealed to her to disembark and she also refused. All passengers disembarked and left to the departure gate. When we returned, the obstinate lady had gone.

Received by [Signature]

The lady was very rude and uninvited

6. Were you concerned about any particular person's conduct or attitude? YES NO

7. If your response to 6 above is "yes", who? The lady passenger.

8. Would you consider the conduct of any person, whether crew, security, airline official or passenger disruptive or inappropriate? YES NO

9. If your response to 8 above is "yes", who? The lady passenger.

Please provide your response via email to CONSUMER@AA.COM within 7 days from the date of receipt of this questionnaire with the subject as "RF. INVESTIGATION OF POSSIBLE VIOLATION OF CONSUMER RIGHTS UNDER THE FEDERAL COMPETITION AND CONSUMER PROTECTION ACT (FCCPA) AND SUNDRY ENACTMENTS/ GUIDELINES"



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YES

NO

2. Was the flight delayed?

YES

NO

3. Did you witness any incident, dispute or exchange between any passenger, the crew of the aircraft or airport and airline officials? If yes, please describe below:

Yes. Please see the attached Pg 3 for my detailed response.

4. If your response to 3 above is "yes", did you form any personal opinion on what you saw?

YES

NO

5. If your response to 4 above is "yes", kindly describe that opinion below:

Please see the attached Pg 4 for my detailed response.
Pg 1.

Olufemi 19/12

6. Were you concerned about any particular person's conduct or attitude?
YES NO

7. If your response to 6 above is "yes", who? Mrs. Nneke Ogburn

8. Would you consider the conduct of any person, whether crew, security, airline official or passenger disruptive or inappropriate?
YES NO


9. If your response to 8 above is "yes", who? Mrs. Nneke Ogburn

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3. Yes. A lady by the name of Mrs. Nneka Ogbona was right in my front in the boarding line. The airline ground crews told her to hand over her hand luggage to be kept in the aircraft rear tail luggage compartment (like they do for every other passenger including me) because it will not fit into the aircraft overhead luggage compartment but she completely refused to give them her hand luggage.

The air hostess that stood on the other end of the cockpit boarding ladder told her to hand over her luggage to the ground crews as requested otherwise she will not be allowed to board. Mrs. Nneka Ogbona refused to obey the air hostess instruction but chose to block access to cockpit boarding ladder because the air hostess said she would not be allowed to board with her hand luggage. It was at this point that other passengers in the line shouted on her to step aside but she refused. The Pilot (I suppose should be in his sixties) was forced to intervene as a result of the shouting and the loudness of other passengers. The Pilot told her she would not be allowed to board as instructed by the air hostess unless she complied with the ground crews instruction. She finally handed her luggage to the ground crew after the intervention of the Pilot.

I was right behind her on the cockpit boarding ladder, this lady (I suppose should be in her thirties) stop at the pilot cockpit and rained curses on the Pilot before heading to her seat. The Pilot was infuriated and invited the airline officials to remove her from the plane. While airline officials were talking to this lady, I went to the Pilot to pacify him after introducing myself to him as a Pastor based in the USA. I told him that I witnessed all the event and I will tell the lady to come and apologize to him. He gave me the honour to accept her apology and let the sleeping dog lie to which I was very grateful. I went to Mrs. Nneka Ogbona and introduced myself to him as a Pastor based in the USA. I told her emphatically that I witnessed all that happened from the beginning up to when she rained curses on the Pilot and that she own the pilot an apology for this matter to

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be settled amicably so that we can depart to Warri. I told her that I have discussed with the pilot and he is willing to accept her apology and let go off this matter. I was dumbfounded the way this lady shunned me off and began cursing the pilot again even when some passengers went to talk to the pilot and some came to talk to this lady as well.

This matter would have been easily resolved had it been Mrs. Nneka Ogbona cooperated with some of us that mediated in this matter. Rather she was cursing the pilot and the airline officials. The airline officials invited airport police to remove her from the plane because she refused to leave the plane. She also refused to obey the police officers order to leave the plane and resisted any form of arrest by the officers.

After about two hours of been in the heat because the plane engine was off, it was concluded that all the passengers should disembark and leave her alone in the plane. We were all disembarking when she finally came to her senses and decided to disembark with us. We were later told to go back to the plane after she entered the airline bus. She could not go back in the plane with us because she was in the custody of the airline officials and police officers in the airline bus.

5. This lady is the aggressor and the instigator in this matter. This issue is completely unwarranted, avoidable and preventable had Mrs. Nneka Ogbona obeyed the airline ground crews just like every other passenger; had she also headed directly to seat rather than first raining curses on the Pilot that was ONLY doing his job as the head of the flight crews.

Mrs. Nneka Ogbona wasted our time and the airline business time, not to mention the loss this flight delay caused me because I came in directly from USA that day for a meeting in Warri. There were few other European foreign national among the passengers and I was

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somehow ashamed at the bad impression they will have of Nigerians due to this uncultured behavior of this lady.

I have a dual citizenship of Nigeria and USA. I speak as Nigerian, that this barbaric behavior of Mrs. Nneka Ogbona should not be rewarded. She ought to be sanctioned/ barred for minimum of three years from travelling in any commercial local flight along with huge fine as deterrent for future and for other passengers with similar act of lawlessness.

I am sure as a law abiding USA citizen and resident, if this same issue were to ever happen (which can never be) in any of the USA airport. Mrs. Nneka Ogbona would have been promptly arrested and jailed by the airport police officers with couples of minutes on the below counts:

1. Disruptive behavior in the public
2. Breach of public peace.
3. Putting other passengers at risk
4. Failure to obey standard airlines rules she accepted when she bought the flight ticket.
5. Jeopardizing a time sensitive legitimate private business
6. Failure to obey police officers order.
7. Resisting arrest.

Finally, I am of the hope that justice will be well serve at the conclusion of this investigation. I still believe in the Nigeria project that one day in the nearest future that, things will change if we teach our people to have the right attitude and we do not reward lawlessness or encourage miscarriage of justice. It takes changed citizens to change a nation because the image of a country abroad is the reflection of her citizens, after all Rome is not built in a day but it is the collective efforts and responsibility of the citizens.

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1. Were you a passenger on Air Peace flight P47210 from Lagos to Warri on December 10, 2019?



YES

NO

2. Was the flight delayed?



YES

NO

3. Did you witness any incident, dispute or exchange between any passenger, the crew of the aircraft or airport and airline officials? If yes, please describe below:

Female Passenger refused to hand over her luggage for storing in the aircraft compartment. Pilot intervene for compliance but the lady resisted until persuaded further by the crew.

4. If your response to 3 above is "yes", did you form any personal opinion on what you saw?



YES

NO

5. If your response to 4 above is "yes", kindly describe that opinion below:

The passenger was wrong for not obeying orders from crew. The plane is small and she carrying an oversized luggage. The crew politely ask her to submit the luggage for storing but she resisted and caused the events

of the day thereby making us to have a flight delay of more than an hour inside hot sunny day.

6. Were you concerned about any particular person's conduct or attitude? YES NO

7. If your response to 6 above is "yes", who? A female passenger

8. Would you consider the conduct of any person, whether crew, security, airline official or passenger disruptive or inappropriate? YES NO

9. If your response to 8 above is "yes", who? A Female Passenger.

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1. Were you a passenger on Air Peace flight P47210 from Lagos to Warri on December 10, 2019?

Yes

YES NO

2. Was the flight delayed?

Yes

YES NO

3. Did you witness any incident, dispute or exchange between any passenger, the crew of the aircraft or airport and airline officials? If yes, please describe below:

While boarding, some passengers including my wife were with certain size of carry-on bags were asked to check them in due to the limited cabin space and storage size on the craft. My wife and others did as told except for one lady.

She refused, and wont listen to the hostess at the same time, she kept alot of people behind her in line waiting under a 33 degree heat while she argue with the host. A few of the passengers including me, my wife and children were enroute from Canada on their first visit to Nigeria. I heard her saying, she will like to go into the cabin and force the bag in, that the bag will fit.

The pilot looked over his window and saw a line that wasnt moving, came out and heard this lady arguing with the host. The Pilot reiterated what the hostess has been saying, but the girl refused and eventually forced her way into the cabin while refusing to listen to co-passengers, pilot and others. She jumped on a call and was on the call with a man who was giving her instructions to not listen and move.

Airline and Airport securities were called, this girl refused to listen. We were all held hostage by this girl in the tarmac for over 2 hours before some security task force were able to talk her out. Because the Pilot says, he cant fly with this kind of percentage behaviour.

4. If your response to 3 above is "yes", did you form any personal opinion on what you saw?

Yes

YES NO

5. If your response to 4 above is "yes", kindly describe that opinion below:

Lawless society, where some people dont listen and respect authority. In a develop country, when a host tells a passenger to check in their carry-on, you listen. Only in Nigeria, people think they are above the law and this lady, voluntarily delayed four Canadian citizens and some USA citizens without cause which is again our Canadian and USA rights.

6. Were you concerned about any particular person's conduct or attitude? Yes
YES NO

7. If your response to 6 above is "yes", who? The lady percenger and whoever, she was talking to on the phone

8. Would you consider the conduct of any person, whether crew, security, airline official or passenger disruptive or inappropriate? YES No NO

9. If your response to 8 above is "yes", who? _____

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 YES NO
2. Was the flight delayed?
 YES NO
3. Did you witness any incident, dispute or exchange between any passenger, the crew of the aircraft or airport and airline officials? If yes, please describe below:

"Yes. The lady was mean to the pilot and was arguing with the crew. The pilot came out and spoke to her in a nice way, but she insulted the pilot. The pilot went in, but that miserable small girl went to the pilot in the plane and insulted him again. The lady was too rude. Other passengers insulted her. Her husband she was calling made matters worse... if the disruptive is the word you want to use, yes the lady was disruptive, and her husband for annoying"

4. If your response to 3 above is "yes", did you form any personal opinion on what you saw?
 YES NO
5. If your response to 4 above is "yes", kindly describe that opinion below:

"The lady was stubborn. Her actions were inappropriate"

6. Were you concerned about any particular person's conduct or attitude?
 YES NO

7. If your response to 6 above is "yes", who? "The lady"

8. Would you consider the conduct of any person, whether crew, security, airline official or passenger disruptive or inappropriate?

YES

NO

9. If your response to 8 above is "yes", who? "The lady"

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1. Were you a passenger on Air Peace flight P47210 from Lagos to Warri on December 10, 2019?

YES

NO

2. Was the flight delayed?

YES

NO

3. Did you witness any incident, dispute or exchange between any passenger, the crew of the aircraft or airport and airline officials? If yes, please describe below:

"Yes. The lady was unruly. She came late to board the plane with a bag. The captain appealed to her to step down, but she was pouring verbal insults on the crew. The captain gave instructions for her to step down. People appealed to her but she refused to listen to all officials and uniformed men. The flight was delayed. The captain kept referring to the FAAN Rules that he can't fly with her on the plane, since there can't be two captains on the plane. The pilot was a very patient guy, he appealed to her but she refused to listen"

4. If your response to 3 above is "yes", did you form any personal opinion on what you saw?

YES

NO

5. If your response to 4 above is "yes", kindly describe that opinion below:

"The lady was nasty, she was very disruptive"

6. Were you concerned about any particular person's conduct or attitude?

YES

NO

YES NO

7. If your response to 6 above is "yes", who? "The lady"

8. Would you consider the conduct of any person, whether crew, security, airline official or passenger disruptive or inappropriate?

YES

NO

9. If your response to 8 above is "yes", who? "The lady"

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1. Were you a passenger on Air Peace flight P47210 from Lagos to Warri on December 10, 2019? YES NO
2. Was the flight delayed? YES NO
3. Did you witness any incident, dispute or exchange between any passenger, the crew of the aircraft or airport and airline officials? If yes, please describe below;

"Yes. The lady was rude to the pilot"

4. If your response to 3 above is "yes", did you form any personal opinion on what you saw? YES NO
5. If your response to 4 above is "yes", kindly describe that opinion below:

"The lady was stubborn. Her actions were inappropriate"

6. Were you concerned about any particular person's conduct or attitude? YES NO
7. If your response to 6 above is "yes", who? **"The lady"**

8. Would you consider the conduct of any person, whether crew, security, airline official or passenger disruptive or inappropriate?

YES

NO

9. If your response to 8 above is "yes", who? "The lady"

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