



ICAO

Symposium on Assistance to Aircraft Accident Victims and their Families (AAAVF2021)

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Canary Islands, Spain

Hosted by



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Survivor of the JK5022 flight (Madrid – Gran Canarias 2008). **154 casualties, 18 survivors.**

INDESmed's CEO (www.indesmed.com).

Vocal of the AVJK5022 Victims' association. (www.AVJK5022.com)

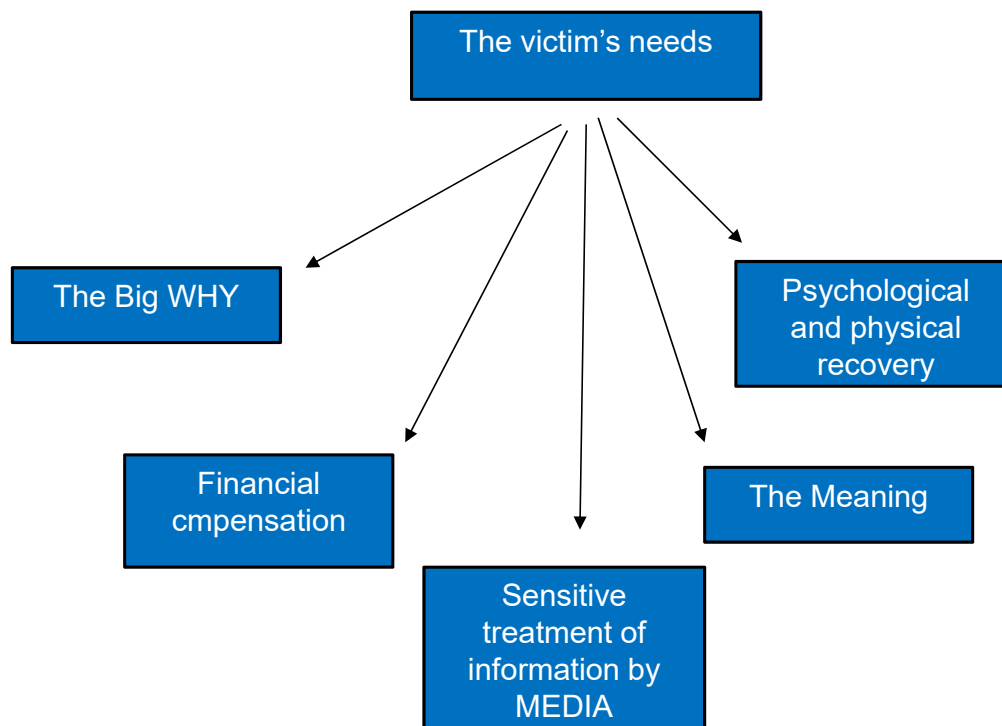
10 years of recovery.
16 surgeries.

Resulting in:

- Social life loss.
- Income loss.
- Career development loss.



The victim's needs



- To understand why it happened.
- Assistance for the physical and psychological recovery.
- Finding a purpose or meaning of why it happened.
- Financial aid and compensation.
- Sensitive treatment of information by media.

Assistance on the search of the nexus of the cause, the BIG WHY?

The need to understand the cause of the accident is as important as the physical and psychological recovery.

- There is lack of independency and autonomy of some authorities in charge of the investigations (as for example happens in Spain).
- There are no effective mechanisms to force aircraft manufacturers to provide the required data for the investigations (as it happened in the investigation of the JK5022 crash).

Legal assistance for a proper compensation

Victims need to fight legally for a proper compensation, while they are trying to deal with their physical and psychological trauma.

- The inequality between insurance companies and victims in terms of resources and access to information is huge.
- The economic amounts perceived by the victims are insufficient to cover the real needs, and the perceived compensations are totally uncorrelated with the insurance policies satisfied by the operators.

The critical role of the victims' associations



A generous and empowering support.

What I couldn't have done without the victims' associations:

- Some surgeries (e.g. saving my leg from amputation)
- Legal confrontation with the insurance companies.

The Victims' Associations provided me:

- **On time** monetary resources, crucial for my surgeries and recovery.
- Proper legal resources and advise against the insurance companies.

The meaning

The human nature makes us try and find a purpose for what happened.

INDESmed's CEO (www.indesmed.com)

INDESmed
Improving your future

INDESmed was born as a consequence of my experiences with the aim to improve the quality of life of the people in need.

Conclusions

The assistance to the victims should cover many aspects that have not been considered enough until now:

- The huge inequality among operators, aircraft manufacturers, government and victims.
- The assymetry between the vast resources of the insurance companies and the victims'.
- The lack of independency and autonomy of the authorities in charge of investigating the cause of the accident.
- The proper management of how the media shares sensitive information publicly and with the families.

Thank You

