



### **Martine De Serres – Biography**

Martine De Serres is Assistant General Counsel, Customer Regulator and Resolution at Air Canada. She heads the legal department's Customer Regulatory and Resolution team, which is responsible for handling passenger litigation and for providing legal advice on consumer law, including on passenger rights, accessibility, and advertising. She joined the airline in 2007 in the regulatory and international team, where she also gained experience in air carrier licensing, code sharing, environmental, constitutional and competition law.

Martine is also an Adjunct Professor of Law at McGill University and is a frequent lecturer, contributor to conferences on aviation law, and to the McGill Annals of Air and Space Law. Prior to joining Air Canada, Martine practiced commercial litigation at a reputable Montreal litigation boutique. She holds an LL.M. and B.Sc. from McGill University.