



Dear Guest,

We are sorry for the mishandling of your property and apologize for any inconvenience this has caused you. We are committed to doing everything possible to ensure a prompt resolution.

We use a computerized tracing system which searches airlines worldwide. It is essential to this tracing process that we have the information on the attached form. The information you provide will enable us to process your claim more effectively.

This form must be completed and returned to our Claims office no later than **45 days** after your travel date. **As soon as the form is received, we can begin our resolution process. Regrettably, we are unable to accept or process claim forms submitted more than 45 days after the date of loss or damage.** Your cooperation is appreciated.

Please provide the required information to process your claim:

- ☐ Baggage claim check(s)
- ☐ Airline Itinerary Information
- ☐ If applicable, receipts for excess value claimed or excess baggage charges paid
- ☐ Receipts for all items over \$100.00 USD
- ☐ Clear and legible Government issued photo ID for each person making a claim
- ☐ Damage claims: retain all damaged bags and/or contents until your claim has been resolved
- ☐ Missing item claims: guests must file a police report with local law enforcement
- ☐ We recommend retaining copies of all documents submitted to the airline for your personal records

Most claims are resolved within 4 to 6 weeks of receiving this form. We will contact you in writing regarding a resolution of your claim. If you have not heard from us after 6 weeks from the time you **submitted** this form, please contact our office.

Be advised that all claims are reviewed for fraud and falsification of this form is a crime.

Thank you for your cooperation in providing this information. We appreciate your patience and understanding.

Sincerely,

Alaska Airlines
Central Baggage Services/SEALZ
P.O. Box 68900
Seattle, WA 98168-0900

Phone # 1-877-815-8253
Fax # 206-592-5702

Occasionally baggage is returned without our knowledge. If you have received your property please advise the Baggage Service office at the number above.



INCIDENT NUMBER _____

REFERENCE ID: _____ TRAVEL DATE: _____

MILEAGE MEMBER # _____

MVP _____ GOLD _____ 75K _____ 100K _____

STATEMENT OF MISHANDLING

Prompt completion and return of this form is essential to the successful tracing and/or resolution of your claim. Failure to submit this form within **45 days** from the date of loss could preclude consideration of the claim. If more than one piece of baggage is missing, a separate list of contents and description of each bag is required. Please type or print legibly and retain a copy of all documents for your records.

☐ Damage☐ Missing Contents☐ Delayed BaggageLAST NAME _____ FIRST NAME _____ INITIAL(S) _____
MR/MRS/MSMAILING ADDRESS: _____
NUMBER STREET APT. NO. CITY STATE, ZIP COUNTRYHOME ADDRESS: _____
NUMBER STREET APT. NO. CITY STATE, ZIP COUNTRYRESIDENCE TELEPHONE _____ MOBILE OR BUSINESS TELEPHONE _____
AREA CODE AREA CODE

EMAIL _____

YOUR COMPLETE ITINERARY:

AIRLINE	FLIGHT NO.	DATE	FROM (City)	TO (City)

WAS BAGGAGE CHECKED? YES _____ NO _____ NUMBER OF BAGS CHECKED: _____ NUMBER OF BAGS AFFECTED OR MISSING: _____

WHERE WAS THE BAG ACCEPTED BY THE AIRLINE: (TICKET COUNTER, BOARDING GATE ETC.): _____

WHEN/WHERE BAGS LAST SEEN: _____ WAS A BAG FEE PAID AT CHECK-IN? YES _____ NO _____ (IF YES, PLEASE INCLUDE RECEIPT COPY)

WHEN/WHERE THE MISHANDLING FIRST REPORTED: _____ APPROXIMATE WEIGHT OF BAG: _____ (POUNDS)

WAS THE MISHANDLING REPORTED TO ANY OTHER AIRLINE? YES _____ NO _____ IF YES, WHICH AIRLINE? _____

IF THE MISHANDLING WAS NOT REPORTED IMMEDIATELY, EXPLAIN REASON FOR DELAY: _____

IF ROUTING WAS CHANGED AFTER TRIP BEGAN, PLEASE EXPLAIN: _____

WAS EXCESS VALUATION PURCHASED AT TIME OF CHECK IN? YES _____ NO _____ (IF YES, INCLUDE RECEIPT COPY)

AIRLINE TICKET NUMBER(S): _____ BAGGAGE CLAIM CHECK NUMBER(S): _____

HAVE YOU OR ANOTHER MEMBER OF YOUR HOUSEHOLD EVER HAD A PREVIOUS MISHANDLED BAGGAGE OR PROPERTY LOSS CLAIM WITH ALASKA AIRLINES, OR ANY OTHER AIRLINE WITHIN THE LAST 5 YEARS? YES _____ NO _____ IF YES, PLEASE PROVIDE THE FAMILY MEMBERS NAME, AIRLINE NAME(S) AND DATE(S):

DETAILED DESCRIPTION OF BAGGAGE

BAG TYPE (SEE CHART) PAGE 4	BAG COLOR (SEE CHART) PAGE 4	BAG MATERIAL TYPE		BAG BRAND NAME	RETRACTABLE HANDLE		COMBO LOCK		CLOSURE STRAPS		WHEELS		DOES BAG OPEN/CLOSE W/ZIPPER?		ORIGINAL PURCHASE PRICE/DATE
		SOFT SIDE	HARD SIDE		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	

Does your bag have any outside marking, such as I.D. tags, stickers, etc.? Please describe:

DESCRIPTION OF AFFECTED CONTENTS

Because of the similarity in appearance of most baggage it is essential to have an accurate list of all affected articles contained inside. Names on documents or business papers (company names), titles of books, etc., are important to successful tracing.

Please indicate size including gender of sizing if applicable. Please attach receipts or verification of purchase for all items valued over \$200.00 USD. If you are missing more than one bag, complete a separate form for each bag involved.

Note: If additional content list space is required, please use stationary of your choice.

Item	Indicate Gender (M,F,C)	QTY	Description (Color/Material/Brand/Size)	Merchant Name	Date Purchased	Original Price	Amount Claimed	Receipt Provided?
eg. shoes	M	1	White, leather, Adidas, 10	Macy's	6/2015	\$40.00	\$36.00	Yes
							Total	

IMPORTANT - CERTIFICATION AND UNDERSTANDING

Alaska Airlines reserves the right to resolve claims in accordance with our liability limitations as outlined in our Notice of Baggage Liability and Conditions of Contract and Tariff. Information gathered on this form may be shared with law enforcement agencies, other airlines, insurance agencies, or merchants where items were purchased. Actual value for reimbursement of lost or damaged property shall be determined by the documented original purchase price less depreciation.

I warrant that I am the owner of the property listed on this form and as such agree to indemnify Alaska Airlines against claims of any others with respect to this property. Should Alaska Airlines demonstrate that any of my statements on these forms are false, Alaska Airlines shall have the right to recover any amounts paid based on false statements. Alaska Airlines also reserves the right to deny any claim it deems false or without merit. Further, I warrant that this statement and those on the accompanying form(s) and receipt(s) are accurate, complete and true. I do hereby make a claim against Alaska Airlines in the total **including bag cost** amount of \$ _____ for a loss occurring on _____, 20 ____.

The United States Post Office has investigating jurisdiction under federal laws relating to sending false or fraudulent claims through the United States mail. Any such claims received by Alaska Airlines may be reported to the United States Postal Authorities. Losses of baggage in interstate shipment or of articles from such baggage due to theft come within the purview of the federal statutes and therefore, are subject to investigation by the Federal Bureau of Investigation.

CLAIMANT'S SIGNATURE(S)

DATE

CLAIMANT'S SIGNATURE(S)*

DATE

*Requires signature of each customer claiming lost property. If more than two signatures are required, please provide an additional copy of this page. Parents may sign for children under age 18.

PLEASE ATTACH COPIES OF PASSENGER TICKET RECEIPT AND BAGGAGE CLAIM CHECK.

AIRLINE BAGGAGE IDENTIFICATION CHART

COLOR CODES

BE	BEIGE, IVORY, CREAM, BUFF	GN	GREEN, OLIVE, JADE, MINT	RD	RED, MAROON, PINK, BURGUNDY, MAUVE
BK	BLACK	GY	GRAY, CHARCOAL, ALUMINUM, SILVER	WT	WHITE, CLEAR-TRANSPARENT
BN	BROWN, TAN, TAUPE, COPPER, RUST, BRONZE	MC	MULTI-SOLID COLORS EXCLUDING TRIM	YW	YELLOW, MUSTARD, ORANGE, GOLD
BU	BLUE, TURQUOISE, TEAL	PR	ALL PATTERNS — PLAID, CHECKED, STRIPES, PRINTS, TAPESTRY		
		PU	VIOLET, LAVENDER, LILAC		

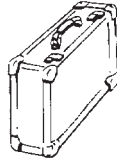
NON-ZIPPERED BAGS



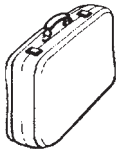
01
Horizontal design,
hard shell



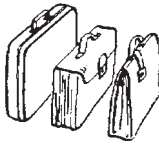
02
Upright design



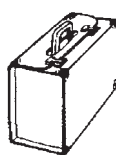
03
Horizontal design suitcase,
non-expandable



05
Horizontal design
suitcase, expandable



06
Briefcase



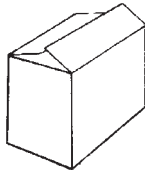
07
Document case



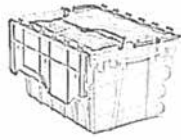
08
Military style bag



09
Plastic/Laundry Bag

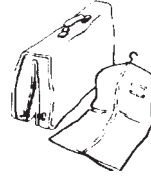


10
Box
(if single item use codes 01-99
with descriptive element B)

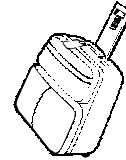


12
Storage container

ZIPPERED BAGS



20
Garment bag/
Suit Carrier



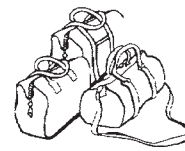
22
Upright design,
soft material

22D
Upright design, com-
bined hard and soft
material

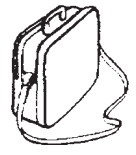
22R
Upright design,
hard material



23
Horizontal design
suitcase



25
Duffel/Sport bag



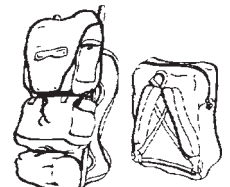
26
Laptop/Overnight
bag



27
Expandable upright



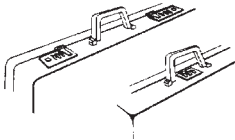
28
Matted woven bag



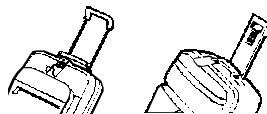
29
Backpacks, Rucksacks

DESCRIPTIVE ELEMENTS

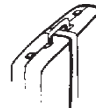
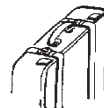
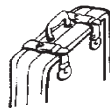
DO NOT ADD IF SHOWN IN ABOVE PICTURES



C — Combination Locks



H — Retractable Handles



S — Straps/Closure



W — Wheels/Rollers

B — Single item in box
D — Dual Soft/hard
K — Cabin Size Bag
L — Leather
M — Metal
R — Rigid/hard
T — Tweed
W — Wheels/Rollers

MISCELLANEOUS ARTICLES • MISCELLANEOUS BAGS, CONTAINERS, ARTICLES

- | | | |
|---|--|---|
| 50... Hat box | 65... Surfboard, windsurfer, paddle/boogie board | 92... Security-removed articles |
| 51... Courier bag/box/package | 66... Skis, ski poles, with or without container | 93... Shopping bag (plastic, cloth, paper, straw) |
| 52... Trunk/Sample/Display case (describe item) | 67... Snowboards, other sledding devices (with or without container) | 94... Wheelchair manual or electric scooter |
| 53... Art/display/portfolio | 68... Ski boots and/or boot bag | 95... Crutches, walker, or cane |
| 54... Tube without sporting equipment | 69... Individual sporting equipment not listed elsewhere | 96... Bedding or Blanket bag |
| 55... Duty free articles | 71... Child/infant car seat | 97... Dive equipment |
| 56... Cosmetic case | 72... Child/infant equipment (not listed elsewhere) | 98... Beach or patio umbrella |
| 57... Animal kennel | 73... Full size stroller | 99... Articles not otherwise shown |
| 58... Ice chest/cooler | 74... Umbrella stroller | |
| 59... Tool or fish tackle box | 75... Wheeled sporting goods (skateboard, scooter, roller blades) | |
| 60... Fishing rods, poles, sticks | 81... Audio/Video/Visual items/Photo equipment | |
| 61... Firearm(s) | 82... Computer/communication equipment | |
| 62... Golf bag and/or clubs | 83... Small electrical appliances (kitchen and personal) | |
| 63... Bicycle and/or accessories | 85... All musical instruments | |
| 64... Sleeping bag, bedroll, tent | 89... Camping/folding/collapsible chair | |
| | 90... Baggage trolley/cart | |