Alaska AIRLINES

Dear Customer,

We are sorry for the delay of your property and apologize for any inconvenience this has caused you. We are committed to doing everything possible to ensure the prompt return of your luggage. When your property is located, you will be notified immediately.

If our local personnel have not been successful in locating your property within five days, your claim information is automatically transmitted to our office in order to conduct a comprehensive search. Because of the similarity in appearance of most luggage, this secondary search is based on a description of the luggage and its contents. We use a computerized tracing system which searches the route systems of airlines worldwide. It is essential to this tracing process that we have the information on the attached Statement of Loss form. The information you provide will enable us to more effectively search for and identify your baggage.

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

Please consider the following guidelines when completing the Statement of Loss form:

- **Please type or print the information legibly.** Missing or inaccurate information may delay our search.
- **List each item separately.** For example, if you have three shirts, list each on a separate line. Describe each item fully: color, material, brand, size, location and date of purchase and cost.
- **Note any identification appearing on the baggage.** Include any identifying characteristics such as stickers, old bag tags, etc. If the baggage was borrowed, note the name and address of the owner as it appeared in or on the bag.
- **If more than one piece of baggage is missing,** please list those contents on a separate sheet of paper/ stationary.
- **For items valued at $200.00 USD or more, verification of value and ownership is required.** Please attach clear copies of original receipts, invoices, canceled checks, credit card statements or other proof of purchase.
- **Attach a legible copy of your airline ticket and baggage claim check, retaining a copy for your records.** These documents are required for consideration of your claim.

We will call you at the phone number you provide to confirm that we received your completed Statement of Loss. If you do not hear from us within 1 week after you sent your paperwork, please call us at 1-877-815-8253.

Most property is located within 4 to 6 weeks of receiving the Statement of Loss form. If we have not been successful at the end of that time, we will contact you in writing regarding resolution of your claim. If you have not heard from us after 6 weeks from the time you **submitted** the Statement of Loss, please contact our office.

Thank you for your cooperation in providing this information. We appreciate your patience and understanding as we work to locate your property.

Sincerely,

Alaska Airlines
Central Baggage Service/SEALZ
Seattle, WA 98168-0900

Phone # 1-877-815-8253
P.O. Box 68900
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.

Alaska AIRLINES

Incident Number _____

Travel Date: _____

Mileage Member # _____

MVP ____ Gold ____ 75K ____

Statement of Loss

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.

LAST NAME _____ FIRST NAME _____ INITIAL(S) _____
MR/MRS/MS

PERMANENT MAILING ADDRESS: _____
NUMBER STREET APT. NO. CITY STATE, ZIP COUNTRY

BUSINESS ADDRESS: _____
NUMBER STREET APT. NO. CITY STATE, ZIP COUNTRY

RESIDENCE TELEPHONE _____ BUSINESS TELEPHONE _____
AREA CODE AREA CODE

EMAIL _____

Your Complete Itinerary:

Airline	Flight No.	Date	From (City)	To (City)

Was baggage checked? Yes ____ No ____ Where (ticket counter, etc.): _____

Number of bags checked: ____ Number Missing: _____ When/Where bags last seen: _____

Was a bag fee paid at check-in? Yes ____ No ____ (If yes, please include receipt copy)

How much was paid for this bag: $_____

To whom was the bag fee paid? (skycap, agent at ticket counter, other airline): _____

Airline Ticket Number: _____ Baggage Claim Check Number: _____

When and where loss first reported: _____

Was loss reported to any other airline? Yes ____ No ____ If yes, which airline? _____

If loss 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)

Approximate weight of bag: ____ (pounds)

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?

Yes ____ No ____ If yes, please provide airline name(s) and date(s):_____

Purpose of trip: _____ Length of stay: _____

Detailed Description of Missing Baggage

Bag Type (See chart) Page 4	Bag Color (See chart) Page 4	Bag Brand Name	Retractable Handle		Combo Lock		Closure Straps		Wheels		Does Bag open/close w/zipper?		Original Purchase price/date
			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 Contents

Because of the similarity in appearance of most baggage it is essential to have an accurate list of all articles contained inside. Names on documents or business papers (company names), titles of books, etc., are important to successful tracing. Also indicate gender: male (M), female (F), or child (C). 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.

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

Item	Gender (M,F,C)	QTY	Description (Color/Material/Brand,Size)	Where Purchased	Date Purchased	Original Price	Amount Claimed
eg. shoes	M	1	White, leather, Adidas, 10	Macy's	6/2015	$40.00	$40.00
						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.

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 receipts (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. Parents may sign for children under age 18.

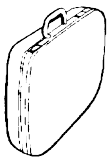
Please attach copies of passenger ticket receipt and baggage claim check.

Airline Baggage Identification Chart

Color Codes

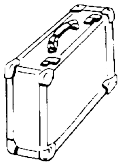
BE	Beige, Ivory, Cream, Buff	GN	Green, Olive, Jade, Mint	RD	Red, Maroon, Pink, Burgundy, Mauve
BK	Black	GY	Gray, Charcoal, Aluminum, Silver	WT	White, Clear-Transparent
BN	Brown, Tan, Taupe, Copper, Rust, Bronze	MC	Multi-solid colors excluding trim	YW	Yellow, Mustard, Orange, Gold
BU	Blue, Turquoise, Teal	PR	All Patterns — Plaid, Checked, Stripes, Prints, Tapestry		
		PU	Violet, Lavender, Lilac		

Non-Zippered Bags

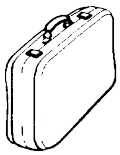


01
Horizontal design, hard shell

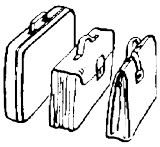
02
Upright design



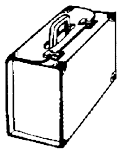
03
Horizontal design suitcase, non-expandable



05
Horizontal design suitcase, expandable



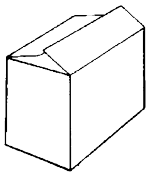
06
Briefcase



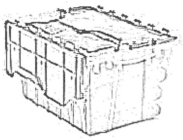
07
Document case

08
Military style bag

09
Plastic/Laundry Bag

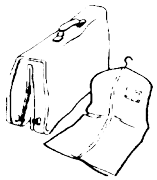


10
Box
(if single item use codes 01-99 with descriptive element B)

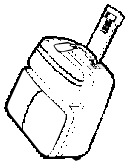


12
Storage container

Zippered Bags



20
Garment bag/ Suit Carrier

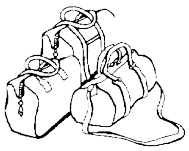


22
Upright design, soft material

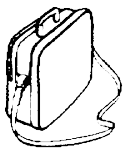
22D
Upright design, combined hard and soft material

22R
Upright design, hard material

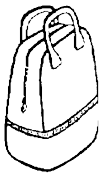
23
Horizontal design suitcase



25
Duffel/Sport bag

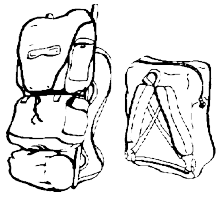


26
Laptop/Overnight bag



27
Expandable upright

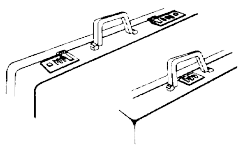
28
Matted woven bag



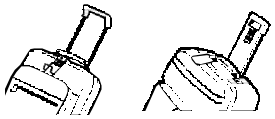
29
Backpacks, Rucksacks

Descriptive Elements

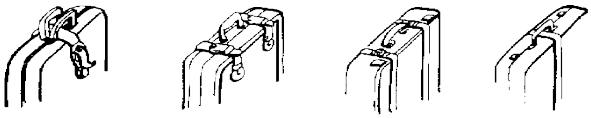
Do not add if shown in above pictures



C — Combination Locks



H — Retractable Handles



S — Straps/Closure

W — Wheels/Rolllers

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