

Dear Loyal Customer,

We are sorry for the delay or damage of your property and apologize for any inconveniences this has caused you. Please be assured that 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 station 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 more extensive 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 tracking 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/Damage form must be completed and mailed to our Claims office no later than **14 days** after your travel date. As soon as the form is received we can begin our more extensive search. Unfortunately, we are unable to accept or process claim forms submitted more than 14 days after the date of loss/damage. Your cooperation is appreciated. Please note that these must be sent to us via United States Postal Service to be accepted. Postmarked dates will be used to process validity dates of the claim.

Please understand the following guidelines when completing the Statement of Loss form or damage form:

1. **Please type or print the information legibly.** Missing or inaccurate information may delay processing.
2. **List each item separately if lost or damaged.** For example, if you have three shirts, list each on a separate line. Describe each item fully: color, material, brand, size, and location and date of purchase and cost.
3. **Note any identification appearing on lost baggage.** Include any identifying characteristics such as stickers, old bag tags, etc. If the baggage was borrowed, note the name and address for the owner as it appeared in or on the bag.
4. **If more than one piece of baggage is missing or damaged,** list the contents of each piece on separate forms.
5. **For any items valued at \$100,000 USD or more, verification of price and ownership is required.** Please attach copies of receipts, invoices, cancelled checks, credit card statements or other proofs of purchase. **Please understand that airlines do not cover any of the following for loss or damage: antiques, heirlooms, art objects, sculptures, binoculars, telescopes, optical devices including eye glasses, business contracts, documents, cameras, video equipment, camcorders, audio equipment, camera equipment, photographs, cash, currency, computers and related equipment, game trophies, antlers, furs, historical artifacts, irreplaceable books, publications, collectables, jewelry, watches, keys, medication, negotiable papers, original manuscripts, personal electronic devices such as compact disks and video game equipment, precious metals, sales samples, securities and silverwares.**
6. **Attach a legible copy of your airline ticket and baggage claim check, retaining a copy of your records.** These documents are required for consideration of your claim.

Most missing property is located within **4 to 6 weeks** of receiving the Statement of Loss/Damage form. If we have not been successful at the end of that time, we will contact you in writing again 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 Central Baggage Claim office at 907-266-8326.

Please note: If Ravn Alaska was not the carrier that brought you to your final destination, Ravn Alaska cannot process this claim form. All claims must be filed with your final carrier.

Sincerely,

Ravn Alaska Baggage Claim Service
4700 Old Int'l. Airport Rd.
Anchorage, AK 99502

Occasionally baggage is returned without our knowledge. If you have received your property, please advise your claims specialist or local ticket counter where the claim was made.

BMAS FILE NO: _____

TRAVEL DATE: _____

STATEMENT OF LOSS OR DAMAGE (Circle One)

Prompt completion and return of this form is essential to the successful tracking and/or resolution of your claim. Failure to submit this form within 14 days from the date of loss or damage 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 for your records.

Last Name: _____ First Name: _____

Permanent Mailing Address: _____

Business Address: _____

Residence Telephone (Please include Area Code): _____

Cell Phone: _____ Business Phone: _____

Email Address: _____

Your Complete Itinerary

AIRLINE	FLIGHT #	DATE	FROM (CITY)	TO (CITY)

Was baggage checked? YES NO Where? (Ticket Counter, Valet, etc.) _____

Number of bags checked: ____ Number missing/damaged: ____ When/where bags last seen: _____

Airline ticket number (REQUIRED): _____ Baggage Claim Check Number: _____

When and where loss/damage 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 any member of your household ever had a previous baggage/property loss with Ravn Alaska? YES NO

Have you or any member of your household ever had a previous baggage/property loss with another airline? YES NO

If yes, please provide airline name(s) and date(s): _____

Purpose of Trip: _____ Length of Stay: _____

