

#### Dear ExpressJet Airlines Customer,

Please accept our sincere apology for the mishandling of your property. We understand your concern and realize the inconvenience this causes. Now that you have made your initial report, completing this form will allow us to intensify our tracing efforts with the goal of locating and returning your property.

Complete all areas of this form and return it to us no later than 10 days from date of travel for Loss and/or Damage/Missing Contents from the date of travel and/or the date the bag was received. Failure to return this completed form to us within the time frame may result in the denial of your claim.

#### Check list:

☐ Airline ticket receipts

 $\square$  Baggage claim checks

□ Original receipts are required for reimbursement of all delay expenses

□ Receipt(s) for excess value claimed

□ Receipt(s) for excess baggage charges paid

□ Receipt(s) for all items valued over \$100.00

□ Receipt(s) for all items are required for Missing Content claims

Clear and legible government issued photo identification for each passenger making a claim

Damage claims: retain all damaged bags and/or contents until your claim has been resolved

□ Retain a copy of all documents submitted to the airline for your personal records

Please return completed form to us by submitting via email to: <u>passengercare@expressjet.com</u>. If unable to submit the form electronically, mail it to the address below:

#### ExpressJet Airlines, LLC.

1745 Phoenix Blvd Suite 250 Atlanta, GA 30349

#### Liability Limitations:

Liability for loss, delay, or damage to baggage will be limited as follows:

**Domestic Travel** (wholly within the United States) – \$3,800 per ticketed passenger Certain items are excluded from liability; see ExpressJet Airlines, LLC (and Affiliates) Contract of Carriage at ExpressJet.com

**International Travel** (including domestic portions of international itineraries) is covered by the Montreal Convention – 1,288 SDRs (Special Drawing Rights) per ticketed passenger

Thank you for your cooperation,

Your ExpressJet Airlines Airport Operations Team



# PASSENGER PROPERTY QUESTIONNAIRE

#### File Reference Number: \_\_\_\_\_

Type of Claim: (check all that apply)									
Lost Luggage			□ Missing Contents	☐ Missing Contents					
Damaged Luggag	e and/or Conten	ts	□ Delay Expenses	□ Delay Expenses					
Mr. 🛛 First	Middle	Last Name		Phone Number					
Mrs.				Markilla -		Duringen			
Ms.				Mobile:		Business:			
Permanent Mailing	Number	Street	Apt.	Temporary Mailing	Number	Street	Apt.		
Address				Address					
City		State		City		State			
Zip Code				Zip Code					
Email Address:				Employed by:					
				Occupation:					

#### Your Complete Flight Itinerary

From	То	Airline	Flight Number	Travel Date

Number of ticketed passengers traveling in your party:	Number of passengers claiming missing baggage	Purpose of trip?	Length of stay?					
Were you charged for excess and/or overweight baggage:			Did you declare and pay for excess value: Yes [] No [] Value declared: \$					
Have you received your baggage: Yes No I If Yes, when was your bag received MM/DD/YY?								
Was airline notified of loss immediately? Yes No If yes, at what office? By telephone In person								
If airline was not notified within 4 hours, state the reason for the delay:								
Where and when did you last see your baggage?								
Has this loss been reported to another airline and/or insurance company? Yes 🛛 No 🗍								
If yes, please provide name of airline and city where reported and/or insurance company and phone number.								

#### **Certification and Understanding**

APPLICABLE IN USA ONLY. It is expressly understood and agreed by the claimant that the furnishing of this form and any assistance given by employees of ExpressJet Airlines, LLC., are acts of courtesy and shall not constitute a waiver of any rights or an admission of liability by or on the part of ExpressJet Airlines, LLC., its employees or agents. Any other information and/or documents relating to this statement which are required by ExpressJet Airlines LLC., will be furnished by claimant upon request and shall be considered part of this statement.

The United States Post Office has investigative jurisdiction under federal laws relating to sending false or fraudulent claims through the United States mail and any such claims received by ExpressJet Airlines, LLC., are reported to the United States Postal Authorities. Loss of baggage in interstate shipment or of articles from such baggage come within the purview of federal statutes relating to thefts from interstate shipment and, are therefore, subject to investigation by the Federal Bureau of Investigation.

## **Complete Reverse Side**



## **BAGGAGE AND CONTENT DESCRIPTION**

### NOTE: When more than one piece of baggage is lost, complete a separate baggage and content list for each missing bag.

Baggage routing:	Flight number(s) on claim check:	Airport checked from:	Airport checked to:					
Baggage tag number(s):		Passenger ticket number(s):						
Number of bags checked:	Number of bags received:	Baggage checked at: Curbside ] Ticket Counter ] Gate ] Other ]						
Was baggage rechecked and new tags issued? Yes No I If yes, at what airport?								
Was baggage available at Customs? Yes     No     N/A     If yes, at what city?								
Give details if the original routing was changed after starting your trip:								
Was your property packed in a box? Yes No Was your property packed with an external cover? (example: golf bag) Yes No								
Is the name on the bag(s) different from the passenger? If so, what name?								
Please list any initials, marks, tags, ribbons, cords, tape or other exterior markings on your bag(s):								

Bag Type	Material	Color(s)	Brand	Bag Dimensions	Open/Close with Zipper	Wheels	Retractable Handle	Purchase Date	Cost of Bag
	🗆 Hard				🗆 Yes	🗆 Yes	🗆 Yes		
	□ Soft				🗆 No	🗆 No	🗆 No		

#### Gender = M: Male F: Female CH: Child I: Infant (under 2 yrs)

Qty	Article/Item	Size	Gender M,F,CH,I	Description	Color	Material	Brand Label	Store Purchased	Purchase Date	Original Cost
1	Shoes	12	М	White with blue	stripes	Leather	Nike	Sears	Jan-13	\$55.00
4	T-Shirts	L	М	Undershirts	White	Cotton	Hanes	JCP	Jan-13	\$20.00
If additional space is needed, please attach a separate page. Be sure to include a complete										
description and cost for each item along with receipts for all items valued over \$100.00. <b>Please note:</b> Receipt(s) for all items are required for Missing Content claims.							0.00.	TOTAL:	\$	

I do hereby warrant the foregoing statement and those on the accompanying forms to be accurate, complete and true. I hereby submit a claim against ExpressJet Airlines, LLC., in the amount of \$\_\_\_\_\_\_for a loss occurring on

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