



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
- 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: passengercare@expressjet.com. 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)	
<input type="checkbox"/> Lost Luggage	<input type="checkbox"/> Missing Contents
<input type="checkbox"/> Damaged Luggage and/or Contents	<input type="checkbox"/> Delay Expenses

Mr. <input type="checkbox"/> First Middle Last Name Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/>	Phone Number Mobile: _____ Business: _____
Permanent Mailing Address: _____ Number _____ Street _____ Apt. _____	Temporary Mailing Address: _____ Number _____ Street _____ Apt. _____
City _____ State _____ Zip Code _____	City _____ State _____ Zip Code _____
Email Address: _____	Employed by: _____ Occupation: _____

Your Complete Flight Itinerary

From	To	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: _____	Yes <input type="checkbox"/> No <input type="checkbox"/>	Did you declare and pay for excess value: Yes <input type="checkbox"/> No <input type="checkbox"/> Value declared: \$ _____	
Have you received your baggage: Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, when was your bag received MM/DD/YY? _____			
Was airline notified of loss immediately? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, at what office? _____ By telephone <input type="checkbox"/> In person <input type="checkbox"/>			
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 <input type="checkbox"/> No <input type="checkbox"/> 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

