

#### 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: <a href="mailto:passengercare@expressjet.com">passengercare@expressjet.com</a> . If unable to submit the form electronically, mail it to the address below:
ExpressJet Airlines LLC
1745 Phoenix Blvd
Suite 250

### **Liability Limitations:**

College Park, GA 30349

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 a	apply)							
☐ Lost Luggage	☐ Missing Contents								
☐ Damaged Luggage and/or Contents				□ Delay Exp	oenses				
Mr.  First	Middle	Last Name		Phone Number	er				
Mrs. [] Ms. []				Mobile:			Business:		
Permanent Mailing	Number	Street	Apt.	Temporary Ma	ailing Number		Street	Apt.	
Address				Address					
City		State		City			State		
Zip Code				Zip Code					
Email Address:				Employed by:					
				Occupation:					
Vour Complete Flight Iti	inorom								
Your Complete Flight Itinerary									
From		То	Air	irline Flight Number			Travel Date		
	_								
Number of ticketed passengers Number of passengers				Purpose of trip? Length of stay?					
traveling in your party: claiming missing bagg			<u> </u>						
Were you charged for exce and/or overweight baggage	Did you declare and pay for excess value: Yes [] No [] Value declared: \$								
Have you received your ba	ggage: Y	′es	es, when was y	our bag receive	d 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.									
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### **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.

Baggag	ge routing:		Flight numbe	r(s) on cl	aim check:	Airport chec	ked from:		Airport checked to:		
Baggag	ge tag number(s):		I			Passenger ticket number(s):					
Number of bags checked:  Number of bags received:  Baggage checked at: Curbside [ Ticket Counter [ Gate [ Other [								Other []			
Was baggage rechecked and new tags issued? Yes No No If yes, at what airport?											
Was baggage available at Customs? Yes No N/A Significant 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, mark	s, tags, r	ibbons, cords,	tape or o	ther exterior i	markings on yo	ur bag(s):				
Bag Ty	rpe Material	Color(	(s) Bran	d	Bag Dimensions	Open/Close with Zipper	Wheels	Retrac Handle		Purchase Date	Cost of Bag
	☐ Hard ☐ Soft				Dimensions	□ Yes	□ Yes	☐ Yes	_	Date	
			-			-				-	
Qty	Article/Item	Size	Gender =	M: Male Descr	F: Female ription Co		l: Infant (under l Brand Lal		Store	Purchase	Original
Qty	Article/item	Size	M,F,CH,I	Desci	iption co	ioi materia			ırchased	Date	Cost
1	Shoes	12	M	+	with blue strip				Sears	Jan-13	\$55.00
4	T-Shirts	L	M	Unders	shirts W	hite 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.							·				
Please note: Receipt(s) for all items are required for Missing Content claims.  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											
	nt signature				Date		signature*		_	_	Date
*Signatures are required for each <u>passenger claiming</u> lost property. Parents may sign for their children under age 18.											