Dear American Airlines Customer,

Please accept our sincere apology for the mishandling of your property. We understand your concern and realize the inconvenience this causes. Completion of this form in reference to a delayed bag 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 45 days from the date of travel. Failure to return this completed form to us within the timeframe may result in the denial of your claim.

If your claim involves more than one piece of baggage, please itemize each bag and its contents separately. Failure to include the requested information may affect the processing of your claim.

☐ Check list:
☐ Airline ticket receipts
☐ Baggage claim checks
☐ Original receipts are required for all reimbursement for delay expenses
☐ Receipt(s) for excess value claimed
☐ Receipt(s) for excess baggage charges paid
☐ Receipt(s) for all items valued over $150.00
☐ 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

Once you have completed the form, please return it to us by mail or fax:

American Airlines, Inc.
Central Baggage
4000 E Sky Harbor Blvd.
Phoenix, AZ 85034
Fax 480-693-2305
Email: central.baggage@aa.com

Liability Limitations:

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

Domestic Travel (wholly within the United States) - $3,500 per ticketed passenger.
Certain items are excluded from liability; see Contract of Carriage at aa.com

International Travel (including domestic portions of international itineraries) is covered by the Montreal Convention – 1,131 SDRs (Special Drawing Rights) per ticketed passenger

Thank you for your cooperation,

Your American Airlines Central Baggage Team

OP124 (Rev 08/25/2015)
PASSENGER PROPERTY QUESTIONNAIRE

AAdvantage: ________________  File Reference Number: ________________

Type of Claim: (check all that apply)

☐ Lost Luggage  ☐ Damaged Luggage and/or Contents  ☐ Missing Contents  ☐ Delay Expenses

Mr. ☐ First  Middle  Last Name  Phone Number
Mrs. ☐  Ms. ☐

Permanent Mailing Address  Number  Street  Apt.
Temporary Mailing Address  Number  Street  Apt.

City  State  City  State
Zip Code  Zip Code
Country  Postal Code  Country  Postal Code

Email Address:  Employed by:  Occupation:

Your Complete Flight Itinerary

From  To  Airline  Flight Number  Travel Date

Have you, or any member of your household, had a previous baggage claim with AA or any other airline in the last 5 years?  Yes ☐  No ☐

If yes, list each airline, claimant name and dates (attach an additional page if necessary)

Airline(s)  ________________________________  Name(s)  ________________________________
Date(s)  ________________________________

Information gathered on this form may be shared with other airlines, local, state and federal law enforcement agencies or private insurers.

Number of ticketed passengers traveling in your party:  Number of passengers claiming missing baggage:

Were you charged for excess and/or overweight baggage:  Yes ☐  No ☐

Did you declare and pay for excess value:  Yes ☐  No ☐

Value declared: $

Have you received your baggage and are you missing contents only:  Yes ☐  No ☐

If yes, how many bags are missing contents?

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?  Yes ☐  No ☐

If yes, please provide name of airline and city where reported.

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 American Airlines, Inc., are acts of courtesy and shall not constitute a waiver of any rights or an admission of liability by or on the part of American Airlines, Inc., its employees or agents. Any other information and/or documents relating to this statement which are required by American Airlines, Inc., 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 American Airlines, Inc., 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.

OP124 (Rev 08/25/2015)

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 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):

<table>
<thead>
<tr>
<th>Bag Type</th>
<th>Material</th>
<th>Color(s)</th>
<th>Brand</th>
<th>Bag Dimensions</th>
<th>Open/Close with Zipper</th>
<th>Wheels</th>
<th>Retractable Handle</th>
<th>Purchase Date</th>
<th>Cost of Bag</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes/No</td>
<td>Yes/No</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Qty</th>
<th>Article/Item</th>
<th>Size</th>
<th>Gender</th>
<th>Description</th>
<th>Color</th>
<th>Material</th>
<th>Brand Label</th>
<th>Store Purchased</th>
<th>Purchase Date</th>
<th>Original Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Shoes</td>
<td>12</td>
<td>M</td>
<td>White with blue stripes</td>
<td>Leather</td>
<td>Nike</td>
<td>Sears</td>
<td>Jan-13</td>
<td>$55.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>T-Shirts</td>
<td>L</td>
<td>M</td>
<td>Undershirts</td>
<td>White</td>
<td>Cotton</td>
<td>Hanes</td>
<td>JCP</td>
<td>Jan-13</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

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 $150.00.

I do hereby warrant the foregoing statement and those on the accompanying forms to be accurate, complete and true. I hereby make a claim against American Airlines, Inc., in the amount of $____________ for a loss occurring on ______________.

Claimant signature  Date  Claimant signature*  Date

*Signatures are required for each passenger claiming lost property. Parents may sign for their children under age 18.