

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. 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 30 days from date of travel for Loss; and 30 days for 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

- \Box 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 it online at aa.com/contactbags. If unable to submit the form electronically, mail it to the address below:

American Airlines, Inc.

Central Baggage P.O. Box 619619 DFW Airport, TX 75261-9616

Liability Limitations:

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

Domestic Travel (wholly within the United States) – \$4,700 per ticketed passenger for travel on or after January 22, 2025. Certain items are excluded from liability; see Conditions of Carriage on aa.com.

International Travel (including domestic portions of international itineraries) is covered by the Montreal Convention – 1,519 SDRs (Special Drawing Rights) per ticketed passenger for travel on or after December 28, 2024.

Thank you for your cooperation,

Your American Airlines Central Baggage Team



PASSENGER PROPERTY QUESTIONNAIRE

AAdvantage[®] Number: _____

File Reference Number:

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

Your Complete Flight Itinerary

From	То	Airline	Flight Number	Travel Date

Have you, or any member of your household, had a previous baggage cl	Yes 🗆	No 🗆	
If yes, list each airline, claimant name and dates (attach an additional page			
Airline(s)	Name(s)		

Date((s)
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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:	Purpose of trip?	Length of stay?				
Were you charged for excess and/or overweight baggage:	Yes 🗆 No 🗆	Did you declare and pay for excess value: Yes \Box No \Box Value declared: \$					
Have you received your baggage: Yes D No D If Yes, when was your bag received M/D/Y?							
Was airline notified of loss immediately? Yes □ No □ If yes, at what office? By telephone □ In person □							
If airline was not notified within 4 hou	rs, state the reason for the delay:						
Where and when did you last see you	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 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.



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 □ Oth					
Was baggage rechecked and new tags issued? Yes D No D If yes, at what airport?							
Was baggage available at Customs?	Was baggage available at Customs? Yes D No N/A D 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 □ Soft				□ Yes □ No	□ Yes □ No	□ Yes □ 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	e 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. 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 make a claim against American Airlines, Inc., in the amount of \$______ for a loss occurring on______.

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