

Dear American Airlines Customer,

Your American Airlines Central Baggage Team

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
□ 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) – \$3,800 per ticketed passenger for travel on or after April 13, 2021 Certain items are excluded from liability; see Contract of Carriage at AmericanAirlines.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,

Form OP124 Rev 04/13/2021



PASSENGER PROPERTY QUESTIONNAIRE

		AAdvantage: F				ile Reference Number:					
Type of	Claim: (chec	k all that a	pply)								
□ Lost l	_uggage		☐ Missing Contents								
☐ Damaged Luggage and/or Contents					□ Delay Exp	□ Delay Expenses					
M	First.	NA: -I -II -	L4 N		Phone Number						
Mr. □ Mrs. □	First	Middle	Last Name		Filone Number						
Ms.				Mobile:				ısiness:			
Permane Address	nt Mailing	Number	Street	Apt.	Temporary Ma Address	ailing	Number		Street	Apt.	
City Zip Code	:		State		City Zip Code				State		
Country Postal Co	ode				Country Postal Code						
Email Ad	dress:				Employed by: Occupation:						
	=				<u> </u>						
Your Co	mplete Flight	itinerary	T .		irline	EU.	ulad Nassaska su		T	D-4-	
From T			То	IO AI		rline Flight Nun		nber Travel Date			
		•						•			
If yes, lis	t each airline, cl	aimant name	isehold, had a previous and dates (attach an a	dditional pag						No □	
Date(s)											
Informati	on gathered on	this form ma	y be shared with other a	airlines, local,	state and federal	law enforc	ement agend	cies or pr	rivate insurers.		
			Number of passengers	Purpose of trip	Purpose of trip?			Length of stay?			
Were you charged for excess Yes □ No □ and/or overweight baggage:					Did you declare and pay for excess value: Yes ☐ No ☐ Value declared: \$						
Have you	ı received your	baggage: Y	es 🗆 No 🗆 If Ye	s, when was	your bag received	d 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 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 ple	ease provide na	me of airline	and city where reported	d and/or insur	ance company ar	nd phone ni	ımber				

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.

	int signature	r each na	ssenger clair	Date		signature*	en under age	18	Date		
make a	a claim against Ar			t and those on the a , in the amount of S	\$	for a	accurate, co loss occurrir		ue. I hereby		
descrip	tion and cost for ea	ach item	along with re	a separate page. Be eceipts for all items versed for Missing Conte	alued over \$1		TOTAL:	\$			
4	Shoes T-Shirts	12 L	M M	White with blue stripe Undershirts Wh		Nike Hanes	Sears JCP	Jan-13 Jan-13	\$55.00 \$20.00		
Qty	Article/Item	Size	Gender M,F,CH,I	Description Cold		Brand Label	Purchased		Original Cost		
21	A C 1 W	0:	Gender = I			: Infant (under 2 y			0		
	□Soft				□No	□No	□No				
Dag 1 y	□ Hard	00101(3	s) Diane	Dimensions	with Zipper ☐ Yes	□Yes	Handle □ Yes	Date	Oost of Dag		
Bag Ty	rpe Material	Color(s	s) Branc	Bag	Open/Close	Wheels	Retractable	Purchase	Cost of Bag		
				ger? If so, what name? tape or other exterior m	arkings on you	r bag(s):					
	our property packed in				ty packed with	an external cove	r? (example: go	olf bag) Yes □	No 🗆		
Olve de	etalis ii trie original ro	utilig was	changed alter	starting your trip.							
	aggage available at Cetails if the original ro				s, at what city?						
Was ba	aggage rechecked an	d new tag	s issued? Ye	es 🗆 No 🗆 If yes	s, at what airpor	t?					
Numbe	er of bags checked:		Number of ba	ags received:	Baggage checked at: Curbside ☐ Ticket Counter ☐ Gate ☐ Other ☐						
Bagga	ge tag number(s):				Passenger ticket number(s):						
Bagga	ge routing:		Flight numbe	r(s) on claim check:	Airport check	ed from:	Airport	checked to:			
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