

# Claim Form FAQ

The following information is provided to assist in the submission of your Passenger Property Loss Claim. Please take a moment to review the Passenger Property Loss Claim. Providing the listed documents and information accurately can greatly expedite the processing of the submitted claim.

- Q** - The Baggage Report I received at the airport when I filed my claim is the only evidence that I have of a pending claim, I do not want to send that copy. What can I do?
- A** - Your copy of the Baggage Report may contain information helpful in the further tracing, location, or settlement of your baggage claim. You can submit a clear, legible, and identifiable copy of the Baggage Report received at the airport when you filed your claim.
- Q** - Do I need to provide proof of flight travel?
- A** - Yes, enclose your baggage tags and boarding passes for outbound and return travel.
- Q** - What kind of picture identification is acceptable?
- A** - Any clear, legible, and identifiable copy of a State issued Drivers License, State or Federal issued Identification Card, or Passport is preferred.
- Q** - I do not have receipts for everything in my baggage. What is acceptable and/or required?
- A** - Proof of ownership for some items may be required prior to settlement of your claim. Ownership and value may be evidenced by submitting originals of the following items...
- a) Store receipts
  - b) Credit card/bank statements
  - c) Cancelled checks
  - d) Owner's manuals
  - e) Photographs or appraisals dated prior to loss
- If you feel that an explanation is necessary for any submitted documentation, or lack of documentation, please enclose a note of explanation.
- Q** - What do I enter in the columns for the area describing Luggage Contents?
- A** - Column "Item": General item description, i.e. 'shirt', 'pants', 'shoes', 'blouse', etc.  
Column "Qty": Quantity of the missing item(s)  
Column "Color/Material": Specific color and material (i.e. leather, cotton)  
Column "Brand/Label": Specific brand (Arrow, Manhattan, Sony) or model/serial number (FM60/SN123-456).  
Column "Store Name": Store this item was purchased from.  
Column "Size": Specific size (specific to clothing items contained in luggage).  
Column "Gender (M/F/CHD)": Indicate item for Male (M), Female (F), or Child (C).  
Column "Purchase Date (MO/YR)": - date item was purchased, acquired, or received as gift.  
Column "Original Cost (In USD)": Original price of item in US Dollars. If you've listed multiple items on a single line, list the price per item (i.e. for 3 pairs of socks purchased at \$2 each, you may list 3 in the QTY column and \$2 in the Original Cost column).
- NOTE: Please be as descriptive and accurate as possible with the above fields, as our first interest is to locate your missing luggage and we're dependent on the information submitted to do so.
- Q** - I do not have enough space to list all my items. What should I do?
- A** - You may make copies of the form in the quantities necessary to list each item on a single line or list items on additional lined paper maintaining same column format.
- Q** - Everything is complete! Where do I send the Property Loss Claim?
- A** - Send your completed claim form to the address on the last page of the form.
- Q** - How long will it take to get my claim resolved?
- A** - Once we receive your claim form it is assigned to a Baggage Specialist for individual attention. You will receive a response from your assigned Baggage Specialist with 30 days from receipt of the claim form - it will usually be much quicker but may depend on work volumes at that time.
- Q** - Can I contact Central Baggage Services?
- A** - You may contact Central Baggage Services at (214) 560-3600 Monday-Friday 8:00am-5:00pm CST. Specific information on your claim, however, will not be available until your assigned Specialist has had time to review the information you submitted.



# SOUTHWEST AIRLINES

## PASSENGER PROPERTY LOSS CLAIM FORM (ONLINE)

REPORT NUMBER: \_\_\_\_\_

CUSTOMER NAME (FIRST, MIDDLE INITIAL, LAST) <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms.			HOME TELEPHONE (AREA CODE)  ( )	BUSINESS TELEPHONE (AREA CODE)  ( )
OCCUPATION			EMPLOYER	
HOME ADDRESS (DO NOT USE PO BOX)			BUSINESS ADDRESS (DO NOT USE PO BOX)	
CITY	STATE	ZIP CODE	CITY	STATE ZIP
SOCIAL SECURITY NUMBER	DATE OF BIRTH	RAPID REWARD NUMBER	EMAIL ADDRESS	

### YOUR COMPLETE ITINERARY

FROM (CITY)	TO (CITY)	AIRLINE	FLIGHT NUMBER	TRAVEL DATE

MISSING LUGGAGE CLAIM CHECK NUMBER(S): \_\_\_\_\_

NUMBER OF TICKETED PASSENGERS CLAIMING MISSING PROPERTY: \_\_\_\_\_

TICKET NUMBER(S) OR CONFIRMATION NUMBER: \_\_\_\_\_

NUMBER OF BAGS CHKD: \_\_\_\_\_ NUMBER OF BAGS RCVD: \_\_\_\_\_

WAS EXCESS VALUATION DECLARED?  YES  NO **IF YES – ATTACH COPY OF TICKET RECEIPT**

WAS EXCESS/SIZE/WEIGHT CHARGE PAID?  YES  NO **IF YES – ATTACH COPY OF TICKET RECEIPT**

REASON FOR TRAVEL: \_\_\_\_\_ LENGTH OF STAY: \_\_\_\_\_

WHERE DID YOU CHECK YOUR LUGGAGE:  TICKET COUNTER  CURBSIDE  GATE/PLANE  KIOSK

WAS LOSS REPORTED IMMEDIATELY:  YES  NO IF NO, PLEASE EXPLAIN: \_\_\_\_\_

HOW WAS LOSS REPORTED:  IN-PERSON  BY PHONE TO WHOM: \_\_\_\_\_

HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD EVER FILED ANY PROPERTY LOSS CLAIM WITH SOUTHWEST AIRLINES?  YES  NO

HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD EVER FILED ANY PROPERTY LOSS CLAIM WITH ANY OTHER AIRLINE?  YES  NO

IF YES, PLEASE INDICATE ANY AND ALL CARRIERS INVOLVED AND APPROXIMATE DATE(S) OF SUCH CLAIMS: \_\_\_\_\_

### IMPORTANT INFORMATION

- Complete all forms completely and legibly; failure to do so will delay recovery of your property and/or resolution of your claim.
- Retain copies of all documents for your records.
- Documentation to support a claim may be requested and includes, but is not limited to: original purchase receipts, credit card statements, and/or cancelled checks. Forwarding this documentation with your claim form may help in expediting the settlement process.
- **PLEASE PROVIDE THE FOLLOWING ITEMS TO SUPPORT YOUR CLAIM IF YOU HAVE NOT ALREADY:**
  - Passenger ticket receipt or ticketless confirmation receipt
  - Baggage claim check(s)
  - Legible copy of identification (i.e. driver's license, passport)



**Please read the following information carefully.  
Upon completion, mail to the address below.**

## **CERTIFICATION AND UNDERSTANDING**

I understand that the sending of false or fraudulent claims through the United States mail or by means of other private or commercial interstate delivery services may constitute a violation of Federal law. I understand further that Southwest Airlines reserves the right to deny any claim it deems false or without merit, and that false or fraudulent claims received by Southwest Airlines will be referred to appropriate authorities for investigation.

I warrant that I am the owner of the property claimed on this form and that the information provided on the claim form(s) and receipts presented in support of my claim are accurate, complete, and true. I do hereby make a claim against Southwest Airlines in the amount of \$\_\_\_\_\_ for the loss which allegedly occurred on \_\_\_\_\_.

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Claimant's Signature  
(Parents may sign for children under 18)

Mail claim to: Southwest Airlines Co.  
Central Baggage Services  
PO Box 36663  
Dallas, TX 75235-1663

### **LIMITS OF LIABILITY**

Failure to request this claim form in writing within twenty-one (21) days from the date of intended delivery, and postmark and return this form within thirty (30) days from the date of receipt of this claim form, could result in the denial of this claim.

The Department of Transportation establishes baggage liability limits applicable for domestic travel and the Montreal Convention governs baggage liability for international travel including domestic portions of international travel. Information on these restrictions can be found in the contract of carriage available at [Southwest.com](http://Southwest.com).

It is expressly understood and agreed that the furnishing of this Property Loss Claim Form to Southwest, or assistance by Southwest in making of the proof of loss is not a waiver of any rights or admission of liability by Southwest and any other information and other documents required by Southwest shall be furnished on request and considered a part of the proof of the claim. Acceptance of this form shall not be deemed to be a waiver of any defenses of Southwest.