

**Dear Customer,**

Your feedback about the quality of service is important to us.

If you have suggestions or wish to make a written complaint, please use the attached form and send it with the supporting documentation to:

**FLIGHT CODE AZ**

Alitalia Baggage & Customer Relations

PO Box 1111, Crawley West Sussex, RH10 0AS – Ph 0871 4245 077 Fax 0871 4245 088 Mon-Fri 10:00-16:00 hrs

Please note this office is not open to the public.

If you prefer you can forward your claim via email: [az@airlinecrm.com](mailto:az@airlinecrm.com)

**FLIGHT CODE AP**

Air One S.p.A. Ufficio Relazioni Clientela, Via C. G. Viola, 27 torre D – 00148 Roma- Fax 06 65.681.428

If you prefer you can forward your claim through our web site: [www.flyairone.com](http://www.flyairone.com)

We will take care of your request and reply to you under terms of law.

We would like to inform you that flight delays or disruptions, overbooking and downgrading events are governed by terms and conditions provided by the European Community Regulation 261/04 (except for specific national regulations for countries outside the E.C.) that establishes common rules on compensation and assistance to passengers by air carriers.

Any irregularity related to the delivery of your baggage must be reported immediately upon arrival at the airport to the Lost&Found office of the carrier by the issuance of a Property Irregularity Report (P.I.R.).

You can check the tracking status of your lost baggage through the web sites [www.alitalia.com](http://www.alitalia.com) or [www.flyairone.com](http://www.flyairone.com) .

The tracking may take a maximum of 90 days. If your baggage cannot be found within this time, it will be declared definitively lost. Please keep any supporting documentation as a proof of purchase of first necessity items.

In any case, please forward to the carrier the present form along with your boarding pass, the original Property Irregularity Report (P.I.R.) issued on arrival, a copy of the baggage tag, a receipt of the excess baggage payment (if applicable) and any other relevant documentation for the settlement of your claim.

The limit of the carrier's liability is regulated by:

- The Montreal Convention
- The EC Reg.n. 2027/97 in replacement of EC Reg. n. 889/02
- The Italian Code of Navigation
- General Conditions of International Carriage

Any claim or request for reimbursement must be forwarded under terms of law. We wish to inform you, that the carrier will handle any personal data or information in compliance with the Italian law n.196/03; at this purpose please read carefully the information regarding the handling of your personal data\* and confirm your acceptance by signing the related section on the backside of this form.

For further information please visit our web site: [www.alitalia.com](http://www.alitalia.com) - [www.flyairone.com](http://www.flyairone.com)

Thank you for your cooperation. Alitalia S.p.A. Air One S.p.A.

**\* NOTICE AND CONSENT FOR THE PROCESSING OF PERSONAL/SENSITIVE DATA**

**Leg. Dec. N. 196 of 30.06.2003**

Dear Sir/Madam,

we take this opportunity to inform you that the carrier Alitalia, Air One, as Data Controller under the provisions set forth by law, for the purpose of processing personal data, shall collect and process your personal and/or sensitive data in full compliance with the principles of fairness, lawfulness, transparency and protection of your privacy and rights.

We therefore ask for your acceptance to process your personal data, including the sensitive data, in order to process all the requests reported in this complaint form.

Your data shall be kept at the offices of Alitalia S.p.A. or Air One S.p.A. and only for the period of time strictly necessary to perform the requested service. Moreover, we remind you that providing your personal data to Alitalia or Air One S.p.A. for the purposes set forth herein is not mandatory. However, **your refusal to provide your personal data or approval for the processing shall preclude Alitalia S.p.A. or Air One S.p.A. from providing the requested service.** Finally, you may contact the Data Controller and/or the Data Processor for the activities described in this Notice, at the office:

Alitalia S.p.A., Viale Alessandro Marchetti III, 00148 Roma – Air One S.p.A., Via Cesare Giulio Viola n. 27, 00148 Rome, Italy, at your convenience to exercise any of the rights afforded to you under Article 7 of Legislative Decree 196/2003, n. 196.



### COMPLAINT FORM



#### PERSONAL DATA AND INFORMATION

Fields marked with \* are Mandatory

Surname\*: \_\_\_\_\_

Name\*: \_\_\_\_\_

Address\*: \_\_\_\_\_

City/State\*: \_\_\_\_\_

Post Code\*: \_\_\_\_\_

Country\*: \_\_\_\_\_

Phone\*: Home \_\_\_\_\_ Office \_\_\_\_\_ Mobile \_\_\_\_\_

E-mail \_\_\_\_\_ Miles&More n. \_\_\_\_\_

Mille Miglia n° \_\_\_\_\_  CFA Plus  CFA  Ulisse

Flight number \_\_\_\_\_ Flight date \_\_\_\_\_ From/To \_\_\_\_\_

E-Ticket number \_\_\_\_\_

Delay  Cancellation  Overbooking  Baggage Loss  Baggage Damage

Delayed Delivery of Baggage  Baggage Pilferage  Disservice at airport  Disservice on board

Other \_\_\_\_\_

If necessary you may contact me by:  phone  fax  e-mail  letter

PLEASE REPORT EXHAUSTIVELY IN THE FOLLOWING SECTION THE REASON FOR YOUR CLAIM IN ORDER TO ALLOW US TO PROPERLY EVALUATE THE EVENT

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

#### ACCEPTANCE OF HANDLING OF PERSONAL DATA

I have read all information on the handling of personal data. I hereby accept that the information I provided will be handled for the purpose of my request.

Date \_\_\_\_\_

Signature \_\_\_\_\_