

Please accept our sincere apologies for the inconvenience you have been caused by the delay of your checked property. To assist us with your claim, please complete and return this form.

While our efforts to locate your property continue, it is of the utmost importance to promptly complete this claim form and return it to us as soon as possible. The most intensive phase of tracing is based on the information provided on this claim form. For domestic carriage, in the event you fail to return the completed claim form within 45 days, no action shall lie against United Airlines. The claim form should be completed in its entirety with a detailed description of each individual item contained within the bag(s), or the items missing from the baggage, including signatures from all persons impacted. If your claim involves more than one bag, please itemize each bag and its contents separately. The accuracy of the information you provide enhances our ability to locate your property through our tracing efforts. Failure to include requested information may affect the processing of your claim.

In addition, please include the following items in addition to this signed form to assist in processing your claim:

- Customer copy of the flight ticket, or ticket receipt
- Original proof of purchase for items valued at \$100 USD or higher
- Baggage claim checks
- Excess value receipt, if excess value was declared at check in
- For interim expense reimbursement, receipts are required for all items purchased
- International ACH/Wire transfer customers, please include your banking information associated with your country's regulations
- Clear copy of driver's license or other government issued photo ID for each person asserting a claim

Important: Please retain copies of all documents you send to us, for your records.

Notice of Baggage Liability Limits

For domestic travel between points within the United States (except for domestic portions of international journeys), United's liability for loss of, damage to, or delay in delivery of a passenger's checked baggage is limited to \$3,500 per ticketed passenger, unless a higher value is declared in advance and appropriate charges are paid. In accordance with 14 CFR Part 382, the above limit of liability does not apply for loss, damage or delay of wheelchairs or other assistive devices. Excess value may not be declared on certain types of articles. United assumes no liability for high value, fragile, or perishable items carried in connection with domestic travel. For a complete list of excluded items, see the terms in our Contract of Carriage or at our website, united.com.

For international travel to which the Montreal Convention applies, liability for loss, delay, or damage is limited to 1,131 SDR per passenger for baggage, whether checked or unchecked. Exchange rates are available at www.IMF.org.

For international travel to which the Warsaw Convention applies, liability for loss, delay, or damage to baggage is limited to \$20 per kilogram (approximately \$9.07 per pound) up to \$640, and \$400 per passenger for unchecked baggage.

Customer Property Claim Form

UNITED



Personal and flight information, please type or print legibly

Type of Claim: ☐ Damage ☐ Interim ☐ Loss ☐ Pilferage

File reference number _____ Baggage Claim Check Nos. _____

Name Mr. Mrs. Miss				Home Phone Area Code ()		Business Phone Areas Code ()	
Home Address				Occupation		Employed By	
City				Business Street Address			
State/Province		E-Mail Address			City/State/Province		
Zip/Postal Code			Country		Zip/Postal Code		Country
Total Bags Checked		Total Bags Lost		Number of Passengers Travelling		MileagePlus or Frequent Flyer Number/Airline	
						When and where Was your bag last seen?	
Did you pay checked bag service charges?		Yes No		Did you declare and pay for higher value?		Yes No	
Amt: \$				Value: \$			
Where did you check your baggage?				Ticket Counter _____ Curbside _____ Other _____			
Was your bag(s) rerouted or rechecked enroute?		Yes No		If yes, were you given a different claim check?		Yes No	
Did you attempt to claim baggage as soon as you arrived?		Yes No		At what UA office did you report your loss?		Has loss been reported to another airline?	
						Yes No If yes, please give airline and city where reported:	
Have you or members of your household ever filed a claim before this one with any airline(s) for baggage loss, damage, or pilferage?				Yes No		If yes, Airline(s) _____ Date(s) _____	

Complete itinerary

From	To	Airline	Flight #	Date

Certification and understanding

The United States Post Office has investigative jurisdiction under federal laws relating to sending false or fraudulent claims through the United States mail. Any such claims received by United Airlines are reported to US Postal authorities.

I do hereby promise the foregoing statement and those on all accompanying forms and supporting documents to be accurate, complete, true and I hereby make a claim against United Airlines in the amount of \$_____ for loss occurring on_____, 20_____.

Requires signature of each customer claiming lost property.

Customer Signature	Date	Customer Signature	Date
Customer Signature	Date	Customer Signature	Date

Customer Property Claim Form

UNITED



Baggage description and contents listing

List contents separately if more than one bag		Type of Bag	Color of Bag	Manufacturer	Date Purchased	Original Cost	
Initials, Marks, Labels, or other Exterior Identification. List name of any person(s) which may be on documents, papers, etc.							
Description of contents: If claim is for more than 1 customer, please indicate ownership of items. Gender: M= Male, F= Female, CH=Child, INF= infant (0-3 yrs.)							
Qty	Article/Item	Size	Gender M, F, CH, INF	Description, Color, Material, Brand Label	Where Purchased	Date Purchased	Original Cost
1	Shirt	XL	M	Red button up, cotton, Polo	Dillard	May, 2010	\$65.00
If additional space is needed, please attach separate paper with same data as above						Total value of bag and contents	<div style="border: 2px solid black; width: 60px; height: 40px;"></div>

Include the following items with your claim

- Passenger ticket receipts for each person involved in this loss
- Baggage claim checks
- Excess value receipt, if applicable
- Interim Expense Reimbursement receipts
- Copy of driver's license or other government issued photo ID for each person in the claim

Include original proof of purchase for items valued at \$100 or higher

Mail to:

United Airlines, Inc.
Baggage Resolution Service Center
900 Grand Plaza Dr
Houston, TX 77067

Email to:

brc-claimsdesk@united.com

Fax to:

1-281-873 -2188

If you have any questions, call the Baggage Resolution Service Center at 1-800-335-2247.