



# Missing Property Questionnaire

File Reference Number \_\_\_\_\_

We are concerned about the missing item(s) from your checked baggage during your recent flight. Please accept our apologies for this inconvenience. Everything possible is being done to locate and return your property.

Successful tracing and claim resolution requires prompt completion and return of this form. To avoid delays in processing, mail to:

United Airlines  
Central Baggage Services - HDQLZ  
P.O. Box 66140  
Chicago, IL 60666-0140

or email to [web-baggage@united.com](mailto:web-baggage@united.com)

Please include the following documents:

- Passenger ticket receipt(s) for **each** person involved in this loss.
- Claim check(s) or copy of delayed baggage report for the missing property.
- Excess baggage charge receipt, if applicable.
- Excess valuation receipt, if applicable.
- Attach Purchase Receipt(s) Or Proof Of Ownership For Articles Over \$100.00.

United reserves the right to deny liability if this form is not received, or postmarked, within 45 days from date of loss.

### Please Type or Print and Mail Immediately

Name Mr. Mrs. Miss		Home Phone Area Code ( ) —		Business Phone Area Code ( ) —	
Home Address		Occupation		Employed By	
City		Business Street Address			
State/Province	E-Mail Address		State/Province		
Zip/Postal Code	Country		Zip/Postal Code	Country	
Total Bags Checked	Number of Passengers Traveling	Social Security Number		Frequent Flyer Number/Airline	

### Flight Itinerary

From	To	Airline	Flight	Date	Have you or any other family member had a previous baggage claim with any airline?  <input type="checkbox"/> Yes <input type="checkbox"/> No
					If Yes
					Airline _____
					Date _____

At what United office(s) have you reported your loss?	When and where was the last time you saw your baggage?
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Has loss been reported to another airline? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please give airline and city where reported.
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Condition of Baggage when you received it. <input type="checkbox"/> Locked <input type="checkbox"/> Damaged (Please explain)						
Did you claim your own bag immediately upon arrival? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, please explain)						
Was there any indication the Transportation Security Administration (TSA) searched your baggage? (Please explain)						
Missing Article	Detailed Description (Serial Number if Applicable)	Where Purchased	Date	Original Cost USD	Other Currency	
					Type	Amount
Total				_____	_____	_____

**Certification And Understanding**

THE UNITED STATES POSTAL SERVICE HAS INVESTIGATIVE JURISDICTION UNDER FEDERAL LAWS RELATING TO SENDING FALSE OR FRAUDULENT CLAIMS THROUGH THE MAIL. SUCH CLAIMS RECEIVED BY UNITED AIRLINES ARE REPORTED TO THE POSTAL AUTHORITIES. LOSS OF BAGGAGE INVOLVING INTERSTATE SHIPMENT OR OF ARTICLES FROM SUCH BAGGAGE DUE TO THEFT COME WITHIN THE PURVIEW OF FEDERAL STATUSES AND, THEREFORE, ARE SUBJECT TO INVESTIGATION BY THE FEDERAL BUREAU OF INVESTIGATION.

I DO HEREBY WARRANT THIS STATEMENT AND THOSE OF THE ACCOMPANYING FORM(S) TO BE ACCURATE, COMPLETE, AND TRUE; AND, I HEREBY MAKE A CLAIM AGAINST UNITED AIRLINES IN THE AMOUNT OF:

\$ \_\_\_\_\_ for loss occurring on \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Date

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

\*Requires signature of each customer claiming lost property.

**Please Note**

For travel wholly between points in the U.S., UA will not be liable for loss of money, jewelry, cameras, negotiable papers/securities, electronic/video/photographic equipment, heirlooms, antiques, artifacts works of art, silverware, irreplaceable books/publications/ manuscripts/business documents, precious metals and other similar valuable and commercial effects. UA prohibits the foregoing items being placed in checked baggage for travel wholly between points in the U.S. as well as for international transportation.

**Limits of Liability**

- Domestic:** Not to exceed \$3,300.00 per ticketed passenger.
- International:** International travel includes domestic segments when traveling in conjunction with an international ticket.
- Warsaw Convention liability is \$9.07 per pound, not to exceed 70 pounds per bag, up to a maximum of two bags per passenger.
  - Montreal Convention liability is limited to 1,000 Special Drawings Rights (SDR) per ticketed passenger.

- Attach the following items in the space below:**
- Passenger ticket receipts(s) for each person involved in this loss.
  - Baggage claim check(s) or copy of delayed baggage report.
  - Excess valuation receipts.
  - TSA Notice of Baggage Inspection.

**Attach Purchase Receipt(s) Or Proof Of Ownership For Articles Over \$100.00.**

Normal claim resolution is 45-60 days after receipt of requested items listed above.