

DAMAGE AND/OR PILFERAGE CLAIM FORM

MAILING INFORMATION

Baggage Services
Pacific Coastal Airlines
204-4440 Cowley Crescent
Richmond, BC V7B 1B8
Email: baggage@pacificcoastal.com

AGENT USE ONLY (IF FORM IS FILLED AT FRONT COUNTER)

_____ CSA NAME _____ BASE _____
Form given to BSA Date: _____
BSA to fill out Received form: _____ (dd/mm/yy)

All claims should be submitted within 48 hours of travel. Delay in submitting could preclude consideration of your claim. Please allow 2-4 weeks processing time from the date claim is received. Please mail or email this form to the above address. If possible, please attach the originals, or copies of your baggage tag claim receipts and any receipts for excess weight and/ or valuation charges. Also, if possible, please attach copies of purchase receipts or proof of ownership for all items valued at \$250.00CAD or more.

Reservation Number: _____

Pacific Coastal Airlines reserves the right to deny liability if this form is not received, or postmarked within 48 hours from date of damage and/or pilferage

PLEASE TYPE OR PRINT AND MAIL AS SOON AS POSSIBLE

Name Mr Mrs Miss/Ms (First Name, Initial Surname)	Home Phone Area Code ()	Business Phone or Cell Area Code ()	
Home Address	Prov./State	Postal Code/ Zip Code	Country
E mail			

When was the last time you saw your property? _____

Was your bag locked? Yes No **Was there any sign of forced entry?** Yes No
 If yes, where, _____

Was a conditional acceptance tag (yellow) signed? Yes No

Was your item damaged? Yes No

If YES, please provide a brief description

Was your item pilfered? Yes No

If YES, please fill table below

LIST MISSING OR DAMAGED PROPERTY									
Qty	Article	Color	Gender* (M/F/MC/FC)	Label/Brand	Size	Material	Purchased where?	Date of Purchase	Original Cost
* M=Male, F=Female, MC=Male Child, FC=Female Child							Total Value Claimed		

It is expressly understood and agreed that the furnishing of this proof of loss form by Pacific Coastal Airlines , or assistance in making of the proof of loss is not a waiver of any rights or admission of liability by said Company and any other information and other documents required by said Company shall be furnished on request, and considered a part of these proofs. The acceptance of this document shall not be deemed to be a waiver of any defenses of the Company.

The Claimant expressly understands and agrees the he/she is required to immediately inform Pacific Coastal Airlines in writing, in the event all or part of the property which is subject matter of this claim is delivered to Claimant from a source other than Pacific Coastal Airlines, its agents, or employees.

Losses of luggage or of articles from luggage are customarily reported to the Police. Any misrepresentation on this questionnaire shall be grounds for denial of your claim.

Do you have any claims with Pacific Coastal Airlines that has not yet been resolved? Yes No

If yes, please advise details _____

I do hereby warrant the statements contained herein, including the values placed upon the article enumerated above, to be full, complete and true.

Passenger Signature _____ **Date (dd/mm/yy)** _____ **City (where claim is filed)** _____

Baggage Services Agent Report

Recommendation

Recommendation approved by Manager, Network Ground Operations

Manager, Network Ground Operations Signature

Date (DD/MM/YY)

Passenger contacted, by phone and notified of claim result and timeline for compensation, if any

Baggage Services Agent Name

Signature

Date(DD/MM/YY)