

<b>Baggage Irregularity: <i>Check one option</i></b>		<b>Delayed</b>	<b>Damaged</b>
<b>Today's Date:</b>			
<b>Claimant Information</b>			
<b>First Name:</b>		<b>Last Name:</b>	
<b>Primary Phone Number:</b>		<b>Alternate Phone Number:</b>	
<b>Email Address:</b>			
<b>Mailing Address:</b>			
<b>City:</b>		<b>Province/ State:</b>	
<b>Postal/ Zip Code:</b>		<b>Country:</b>	
<b>Flight Information</b>			
<b>Reservation Number:</b>		<b>Flight Number:</b>	
<b>Travel Date:</b>		<b>Flight Routing:</b>	
<b>Baggage Information</b>			
<b>Baggage Tag Number:</b>			
<b>Baggage Description/ Damaged Baggage Description</b>			
<b>Additional Comments</b>			

**Claim Details**

*Delayed Baggage*

Delayed baggage claims should be filed as soon as the baggage is identified as delayed. Passengers may request reimbursement from Pacific Coastal Airlines for interim expenses as a result of the delayed baggage. Claims must be submitted within 21 days after the day it was supposed to arrive and must include:

- Original receipts for expenses being claimed
- A copy of the Baggage Irregularity Claim Form (CB-009) originally completed
- Boarding passes and baggage tags

*Lost Baggage*

If delayed baggage is not located within 21 days from the date on which the delayed baggage was to be delivered, it may be deemed as lost. Passengers will be reimbursed for any applicable baggage fees paid and reimbursement of replacement expenses for their lost baggage up to Pacific Coastal Airlines maximum baggage liability. For potentially lost baggage, a baggage irregularity claim must have been submitted within 21 days after the day the baggage was supposed to arrive.

*Damaged Baggage*

Damaged baggage claims should be filed as soon as the baggage is identified as damaged; however, at the latest, a claim must be submitted within seven days after receiving the baggage. In order to expedite damaged baggage claims, please provide supporting documents such as purchase receipts and pictures of damage with initial claim.

*How to submit a baggage claim:*

1. Submit in Person: immediately upon arrival; report any delayed or damaged baggage to a Pacific Coastal Airlines Customer Service Agent who can assist in completing a Baggage Irregularity Claim Form
2. Submit by Email: [baggage@pacificcoastal.com](mailto:baggage@pacificcoastal.com)
3. Submit by Mailing:  
Pacific Coastal Airlines  
Baggage Claims  
4980 Cowley Crescent  
Richmond BC V7B 1C1  
Canada