

PROPERTY CLAIM FORM

Please accept our sincere apologies for the inconvenience you have been caused by the mishandling of your baggage. Everything possible will be done to locate and return your property to you promptly. While our efforts to locate your property continue, it is of the utmost importance that you complete and return this form and supporting documentation to Korean Air.

Passenger Name (Mr Mrs Miss/Ms)		Baggage File Reference Number		
Claim Check Number(s)				
Address				
Telephone Number			Email Address	
Passenger Ticket Number			Skypass Number	
Airline	Flight Number	Date	From	To
Total pieces checked _____				
Number of missing pieces _____ Estimated weight of each missing piece _____				

Additional details

Was the bag gage checked under another name? Yes No If yes, which name? _____

Where did you last see your baggage? _____

Was Korean Air notified immediately? Yes No If yes, which office? _____

Date _____ Time _____ In Person By Telephone By email By Fax

If not reported immediately, please explain the delay _____

Was a report made to any other airline airline(s) ? Yes No

Was excess valuation purchased at time of check-in? Yes No If yes, please include copy of receipt.

Were you charged for any excess baggage at check-in? Yes No If yes, please include copy of receipt.

Have you or any member of your household filed another baggage claim with any airline in the past 3 years?
 Yes No If yes, please indicate airline, date and claimant name: _____

Baggage description

Bag	Type	Brand	Color	Material (leather, canvas, etc.)	Date purchased	Original cost
1						
2						

Bag	Embroidery, initials, tags, wheels, pockets, labels or other exterior identification.
1	
2	

If you need extra space, please attach additional page(s).

Baggage contents

Gender: M=Male F=Female CH=Child INF=Infant (0 to 2 years)								
Qty	Article/Item	Label/Brand	Size	Color	Gender	Date Purchased	Where Purchased	Original Cost

If you need extra space, please attach additional page(s). Total value of bag and contents:

Korean Air’s Liability

International carriage of baggage by air is subject to the Montreal Convention or the Warsaw Convention, depending on your journey. Korean Air’s liability in the case of baggage loss, damage or delay typically is limited to: (a) 1,131 SDRs per passenger where the Montreal Convention applies; or (b) 20 USD per 1.0kg of checked baggage where the Warsaw Convention applies. Higher liability limits apply if you make a special declaration of interest and pay a supplementary sum during check-in.

Please include the following with your claim

- Passenger ticket receipts for each person involved in this loss
- Claim check(s) or claim check receipt for each piece of missing baggage
- Purchase receipt(s) or proof of ownership for all items valued at 150.00 USD(150,000 KRW) or more
- Interim expense reimbursement receipts (if applicable)
- Proof of any excess valuation declaration (if applicable)

Successful baggage tracing and resolution of this claim depends upon you submitting the above documentation.

Certification

I do hereby warrant the foregoing statement and those on all accompanying forms and supporting documentation to be accurate, complete and true, and I hereby make a claim against Korean Air in the amount of _____ USD / _____ KRW for the loss occurring on _____, 20_____.

Signature

Date

For U.S. claims: The United States Postal Office has investigative jurisdiction under Federal laws relating to sending false or fraudulent claims through the United States mail. Any such claims received by Korean Air are reported to the United States Postal Authorities.

IMPORTANT: If, five days after completion of your flight, you still have not received your baggage, it is important that you promptly submit this claim form, and all supporting documentation, to Korean Air. If you have received your baggage, Korean Air reserves the right to deny: (i) claims for damage or pilferage not postmarked or received by Korean Air within seven days of receipt of baggage; and (ii) claims for delay not postmarked or received by Korean Air within 21 days of receipt of baggage.

Please email, fax or mail this completed form and all supporting documentation to a nearby Korean Air airport station or Baggage Claims below:

Email:	ICNKKLCG@koreanair.com
Fax:	82 (0)2 2656 8199
Mailing Address :	Room 2803, Passenger Terminal No.2 Incheon Int'l Airport 4 th floor, 2868 Woonseo-Dong, Joong-Gu, Incheon, Korea
Email(U.S):	LAXKK@KOREANAIR.COM
Fax(U.S):	1-310-417-8262
Mailing Address(U.S):	Tom Bradley Int'l Terminal 380 World Way, Los Angeles, CA90045, Baggage Claims