

Template letter ECC: lost baggage claim - compensation claim

This is a template letter of the European Consumer Centre. This letter serves as guidance and can be easily adapted to reflect your personal situation. This is your own responsibility.

Send the letter by email and if necessary by post. Keep a copy for your records.

<your name>
<address>
<postcode and place>
<email>

To

<name>
<address>
<postcode and place>

<place, date>

Reference: <case file PIR form>

Subject: lost baggage claim

Dear Sir, Madam,

On <date> I flew with <name of airline> from <place of departure> to <place of arrival>. This concerned flight <enter the flight number that is on your ticket>. Upon arrival at my destination, my baggage was missing.

At <name of airport>, I immediately submitted a PIR form with number <enter number of PIR form>. Please find a copy attached. To date, my baggage is still missing. You indicated that you <make a choice: are still looking for my baggage/cannot find my baggage>.

According to the Montreal Treaty, I am entitled to compensation. I herewith hold you liable for the loss I incurred as a result of the lost baggage. The loss can be specified as follows:

<Write a summary of the items in your lost baggage. Add copies of the receipts.>

I herewith request you to remit € <enter the total amount> within one month after sending this <letter/email> to my account number <enter your IBAN account number>, account holder <name account holder> with payment reference 'Compensation missing baggage'.

If my request does not result in receiving the above-mentioned compensation, I will consider starting a procedure for minor claims.

With kind regards,

<Name and signature>

Attachments:

- Copy PIR form
- Copy boarding pass
- Copy baggage label
- Copy receipts of baggage
- Copy of receipts of items in baggage