



AIR NEW ZEALAND

For office use only:

- ☐ .DQ
☐ .DN
☐ .DC
☐ .CS
☐ .CR
☐ .CA
☐ .CC

| | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|
| WORLDTRACER FILE REFERENCE: AHL/DPR | | | | | | | | | | |
| Amount Settled | | | | | | | | | | |
| CBD Database Claim Number | | | | | | | | | | |
| Amount Claimed | | | | | | | | | | |

BAGGAGE CLAIM/QUESTIONNAIRE FORM

Please accept our sincere apology for the mishandling of your baggage. This questionnaire form will assist our tracing efforts for mishandling baggage and will also be the basis of any claim in the event that our efforts are not successful. The form will also be used to process your baggage claim for loss and damage which we will require the completed baggage questionnaire form and the following supporting documents:

PLEASE ATTACH THE FOLLOWING DOCUMENTS WITH YOUR APPLICATION:

- ☐ EVIDENCE OF TRANSPORTATION (TICKET RECEIPT / BOARDING PASS) ☐ PROOF OF VALUE / RECEIPTS FOR ALL ITEMS CLAIMED
☐ BAGGAGE CLAIM CHECK OR BAGGAGE TAG RECEIPT FOR THE SAME ☐ PHOTO ID OR COPY OF PASSPORT
☐ COPY OF AIRLINE MISHANDLED BAGGAGE REPORT

THIS FORM MUST BE SIGNED AND WITNESSED BEFORE RETURNING TO (LOCAL AIRPORT ADDRESS = REPORTING STATION)

PASSENGERS LAST NAME

FIRST NAME(S)

ADDRESS

TELEPHONE (PRIVATE)

(BUSINESS)

FACSIMILE

MOBILE PHONE

EMAIL

WHERE WAS YOUR BAGGAGE CHECKED-IN? (AIRPORT)?

WHERE AND WHEN WAS THE LAST TIME YOU SAW YOUR BAGGAGE?

IS THERE ANY OTHER PERSONS NAME OR ADDRESS ON THE BAG? (Please provide details)

DO YOU HAVE TRAVEL INSURANCE? ☐ YES ☐ NO

NAME AND ADDRESS OF INSURANCE COMPANY

COMPLETE YOUR ITINERARY DETAILS BELOW

| FROM | TO | AIRLINE | FLIGHT | DATE |
|------|----|---------|--------|------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

DECLARATION: I DECLARE THAT TO THE BEST OF MY KNOWLEDGE AND BELIEF THE DETAILS ENTERED IN THIS QUESTIONNAIRE ARE COMPLETE AND CORRECT.

PASSENGERS LAST / FIRST NAMES

PASSENGERS SIGNATURE

WITNESS NAME

DATE

ADDRESS

CONTACT NUMBER/MOBILE

WITNESS SIGNATURE

PLEASE PROVIDE A FULL DESCRIPTION OF THE ARTICLE OF BAGGAGE

BRAND NAME

COLOUR

MATERIAL

EXTERNAL IDENTIFICATION, E.G. STICKERS

DOES IT HAVE: ☐ WHEELS / ☐ STRAPS / ☐ EXTERNAL POCKETS / ☐ COMBINATION LOCK / ☐ EXTENDABLE HANDLE?

DESCRIPTION OF CONTENTS please list the contents of your missing baggage

| ARTICLE/ITEM DESCRIPTION | DATE PURCHASED | QUANTITY | TOTAL VALUE (NZD) | AMOUNT AUTH. (OFFICE ONLY) |
|----------------------------|----------------|----------|-------------------|----------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | | | | |
| 11 | | | | |
| 12 | | | | |
| 13 | | | | |
| 14 | | | | |
| 15 | | | | |
| 16 | | | | |
| 17 | | | | |
| 18 | | | | |
| 19 | | | | |
| 20 | | | | |
| 21 | | | | |
| 22 | | | | |
| 23 | | | | |
| TOTAL AMOUNT CLAIMED (NZD) | | | | |

PLEASE INDICATE AN ESTIMATED WEIGHT FOR THE MISSING BAGGAGE

HAVE YOU FILED A CLAIM FOR LOSS OF BAGGAGE AGAINST ANY OTHER AIRLINE AND/ OR AIR NEW ZEALAND IN THE LAST THREE YEARS? ☐ YES* ☐ NO

* IF YES, PLEASE DETAIL CIRCUMSTANCES OF LOSS INCLUDING AIRLINE AND DATE

BEFORE YOU POST THIS FORM HAVE YOU ENCLOSED COPIES OF THESE?

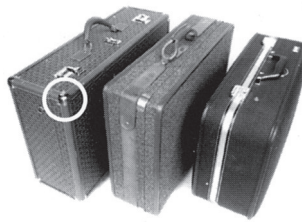
- | | |
|--|---|
| <input type="checkbox"/> EVIDENCE OF TRANSPORTATION (TICKET RECEIPT / BOARDING PASS) | <input type="checkbox"/> PROOF OF VALUE |
| <input type="checkbox"/> BAGGAGE CLAIM CHECK OR RECEIPT FOR THE SAME | <input type="checkbox"/> PHOTO ID OR COPY OF PASSPORT |
| <input type="checkbox"/> COPY OF AIRLINE MISHANDLED BAGGAGE REPORT | |



01 HARD SHELL



02



03



04 NON-EXPANDABLE



05 EXPANDABLE



06 ATTACHÉ/BRIEFCASE



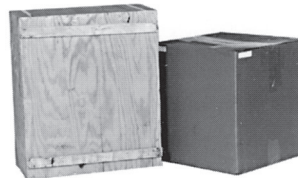
07 DOCUMENT CASE



08 EXPANDABLE



09



10 BOX



11



20 INCLUDES GARMENT
BAGS IN BOXES



22



23



24 TWO HANDLES



25



26 CARRY ON / CABIN BAG



27



29

Would you kindly note the following information

BAGGAGE LIABILITY – UNACCEPTABLE ITEMS IN CHECKED BAGGAGE

Please be aware that Air New Zealand deem the following items unsuitable to be carried in checked baggage and we will refuse to carry them other than as carry-on baggage and subject to unchecked baggage restrictions:

- computers and computer equipment;
- special value items such as money, jewellery, precious metals, silverware, valuable documents;
- electrical and electronic devices, cameras, video cameras and related equipment;
- samples, fragile, delicate or perishable goods;
- commercial goods or business documents, travel documents, items we determine are unsuitable for carriage by reason of their weight, size, shape or character and items that have insufficient packaging to withstand the normal circumstances and effects of carriage by air.

Except as otherwise provided by the Montreal Convention, if you do include such items in your checked baggage, with or without our knowledge, you do so at your own risk.

SUPPLEMENTARY INFORMATION/PROOF OF VALUE, EVIDENCE

You are required to provide supplementary evidence to substantiate your claim including:

- Baggage receipts and/or tags
- Tickets
- Proof of identity
- Proof of values/receipts

Please note - Failure to provide the information may impact adversely on your claim application.

TIME LIMITS FOR BAGGAGE CLAIMS

Checked Baggage:

1. Delayed - notify in writing within 21 days from delivery
2. Lost - notify in writing within 7 days from when you should have received the baggage
3. Damaged - notify in writing within 7 days when you received the baggage

Insurance - Passengers should ensure baggage and items are adequately insured.