



CLAIM FOR LOST / DAMAGED BAGGAGE QUESTIONNAIRE

File reference:	
Date:	
Name:	
Address:	
Mobile Phone Number:	
Home Phone Number:	
Email address:	
Qantas Frequent Flyer Number:	
Flight Number	
Baggage Receipt Number:	
Name on Baggage Receipt:	
Was there a name / address label on the baggage? If so, supply details:	
Where was the missing baggage checked in?	
What time was the baggage checked in?	
Where was the missing baggage last seen?	
Actual / estimated weight of the baggage (kg)	
When was baggage discovered lost / damaged or items missing?	
Do you have private travel insurance (Y/N) If so, what is insurers name?	

Claimant's signature: _____ Date: _____

Claimant's signature: _____ Date: _____





Description of lost / damaged goods	Where/when purchased	Purchase Price	Amount Claimed	
			Sub- total	

Claimant's signature: _____ Date: _____

Claimant's signature: _____ Date: _____





DECLARATION

I/we _____
declare that this claim is for the loss/damage of my/our personal baggage in transit between _____ and _____, and the information is provided by me/us in good faith and is true and correct.

I make the following declaration in support of my claims for missing baggage:

1. I was a passenger on flight number _____ travelling from _____ to _____ on _____ (date);
2. The items listed on the Claim for lost/damaged baggage questionnaire section are missing from my baggage / were in my missing baggage.

I confirm that the above details are accurate and not misleading and I acknowledge that Qantas:

1. may ask for further verification or documentation to substantiate my my/our claim; and
2. reserves its rights against me/us if I attempt to make a fraudulent claim.

Claimant's signature: _____ Date: _____

Claimant's signature: _____ Date: _____

Please ensure all pages of this form are completed and signed before returning to us, and that any supporting documentation is attached.

Important: When sending this form and supporting documentation to Qantas, you must 'reply' to original email sent to you. This will ensure your details are attached to your current case reference.

