Form OP124 Rev 12/28/2024



Dear American Airlines Customer,

Please accept our sincere apology for the mishandling of your property. We understand your concern and realize the inconvenience this causes. Now that you have made your initial report, completing this form will allow us to intensify our tracing efforts with the goal of locating and returning your property.

Complete all areas of this form and return it to us no later than 30 days from date of travel for Loss; and 30 days for Damage/Missing Contents from the date of travel and/or the date the bag was received. Failure to return this completed form to us within the time frame may result in the denial of your claim.

☑Check list:
☐ Airline ticket receipts
□ Baggage claim checks
☐ Original receipts are required for reimbursement of all delay expenses
□ Receipt(s) for excess value claimed
☐ Receipt(s) for excess baggage charges paid
□ Receipt(s) for all items valued over \$100.00
□ Receipt(s) for all items are required for Missing Content claims
☐ Clear and legible government issued photo identification for each passenger making a claim
☐ Damage claims: retain all damaged bags and/or contents until your claim has been resolved
□ Retain a copy of all documents submitted to the airline for your personal records
Please return completed form to us by submitting it online at aa.com/contactbags. If unable to submit the form electronically, mail it to the address below:
American Airlines, Inc. Central Baggage P.O. Box 619619 DFW Airport, TX 75261-9616

Liability Limitations:

Liability for loss, delay, or damage to baggage will be limited as follows:

Domestic Travel (wholly within the United States) – \$4,700 per ticketed passenger for travel on or after January 22, 2025. Certain items are excluded from liability; see Conditions of Carriage on aa.com.

International Travel (including domestic portions of international itineraries) is covered by the Montreal Convention – 1,519 SDRs (Special Drawing Rights) per ticketed passenger for travel on or after December 28, 2024.

Thank you for your cooperation,

Your American Airlines Central Baggage Team

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PASSENGER PROPERTY QUESTIONNAIRE

AAdva	ntage [®] Num	ber:	F	ile Reference	Number:					
Type of Claim: (chec	ck all that ap	ply)								
□ Lost Luggage	☐ Missing Contents									
☐ Damaged Luggage and/or Contents				□ Delay Exp	enses					
Mr. □ First Mrs. □	Middle	Last Name		Phone Number	er					
Ms. □				Mobile:			Busi	ness:		
Permanent Mailing Address	Number	Street	Apt.	Temporary Ma Address	ailing	Number	5	Street	Apt.	
City		State		City				State		
Zip Code				Zip Code						
Country Postal Code				Country Postal Code						
Email Address:				Employed by:						
				Occupation:						
Your Complete Flight	t Itinerary									
From		То	A	irline Flight Number				Travel Date		
Have you, or any memb					other airlin	e in the last :	5 years?	Yes □	No □	
If yes, list each airline, claimant name and dates (attach an additional page if necessary) Airline(s)Name(s)										
Date(s)										
Information gathered on this form may be shared with other airlines, local, state and federal law enforcement agencies or private insurers.										
Number of ticketed passengers traveling in your party: Number of passengers claiming missing bagg			Purpose of trip?			Length of stay?				
Were you charged for excess Yes ☐ No ☐ Did you declare and pay for excess value: Yes ☐ No ☐ and/or overweight baggage: Value declared: \$										
Have you received your baggage: Yes □ No □ If Yes, when was your bag received M/D/Y?										
Was airline notified of loss immediately? Yes ☐ No ☐ If yes, at what office? By telephone ☐ In person ☐										
If airline was not notified within 4 hours, state the reason for the delay:										
Where and when did you last see your baggage?										
Has this loss been reported to another airline and/or insurance company? Yes ☐ No ☐										
If yes, please provide name of airline and city where reported and/or insurance company and phone number.										

Certification and Understanding

APPLICABLE IN USA ONLY. It is expressly understood and agreed by the claimant that the furnishing of this form and any assistance given by employees of American Airlines, Inc., are acts of courtesy and shall not constitute a waiver of any rights or an admission of liability by or on the part of American Airlines, Inc., its employees or agents. Any other information and/or documents relating to this statement which are required by American Airlines, Inc., will be furnished by claimant upon request and shall be considered part of this statement.

The United States Post Office has investigative jurisdiction under federal laws relating to sending false or fraudulent claims through the United States mail and any such claims received by American Airlines, Inc., are reported to the United States Postal Authorities. Loss of baggage in interstate shipment or of articles from such baggage come within the purview of federal statutes relating to thefts from interstate shipment and, are therefore, subject to investigation by the Federal Bureau of Investigation.

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BAGGAGE AND CONTENT DESCRIPTION

NOTE: When more than one	niece of handage is lost	complete a senarate hagga	ne and content list for each	missing had
NOTE. WHEN INOTE MAIN ONE	piece of bayyaye is lost,	complete a separate bayya	ge and content hat for each	ı ıməəmy bay.

Bagga	ge routing:		Flight numbe	er(s) on claim check:	Airport check	ed from:	Airport	Airport checked to:		
Bagga	ge tag number(s):		ı		Passenger tic	ket number(s):	L			
Number of bags checked: Number of bags received:					Baggage che	cked at: Curbsi	ide Ticket Cou	ınter ☐ Gate ☐] Other □	
Was baggage rechecked and new tags issued? Yes □ No □ If yes, at what airport?										
Was ba	aggage available at C	ustoms?	Yes □ No	□ N/A □ If yes	, at what city?					
Give d	etails if the original ro	uting was	s changed afte	r starting your trip:						
Was yo	our property packed in	n a box?	Yes □ No [□ Was your proper	ty packed with	an external cov	er? (example: go	lf bag) Yes □	No 🗆	
Is the r	name on the bag(s) di	fferent fr	om the passen	ger? If so, what name?						
Please	e list any initials, mark	s, tags, ri	ibbons, cords,	tape or other exterior ma	arkings on your	bag(s):				
Bag Ty	ype Material	Color((s) Brand	d Bag Dimensions	Open/Close with Zipper	Wheels	Retractable Handle	Purchase Date	Cost of Bag	
	□ Hard □ Soft			Binionolorio	□ Yes	□ Yes	□Yes □No			
			Gender =	M: Male F: Female	CH: Child I:	Infant (under 2	? yrs)			
Qty	Article/Item	Size	Gender M,F,CH,I	Description Cold	or Material	Brand Lab	el Store Purchased	Purchase I Date	Original Cost	
1	Shoes	12	М	White with blue stripe	s Leather	Nike	Sears	Jan-13	\$55.00	
4	T-Shirts	L	М	Undershirts Whi	ite Cotton	Hanes	JCP	Jan-13	\$20.00	
descrip	If additional space is needed, please attach a separate page. Be sure to include a complete description and cost for each item along with receipts for all items valued over \$100.00. Please note: Receipt(s) for all items are required for Missing Content claims.						\$	'		
I do hereby warrant the foregoing statement and those on the accompanying forms to be accurate, complete and true. I hereby										
make a claim against American Airlines, Inc., in the amount of \$for a loss occurring on										
Claima	ant signature			Date	Claimant	signature*			Date	
*Signatures are required for each <u>passenger claiming</u> lost property. Parents may sign for their children under age 18.										