

AIRWAVC PASSENGER PI

Dear Passenger South African Airways apologises for the inconvenience caused by the incident giving rise to this claim. Kindly complete this form and return it to this address within the period specified in the note overleaf. Customer Relations South African Airways Elsinore House 77 Fulham Palace Road London W6 8AD

specified in the note overleaf.			File Ref.			
		Please supply: P	Police Ref.			#
	To expedite your payment please provide	Bank	Branch	& Code	Acc. N	<u>—</u> о.
Please PRINT	us with your bank details	3				
Surname		Initials			Title	
Postal address (Perma	nent address)	Temporary resid			~~~~~~~	
			~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		
Tel. (H)	Postal codeTel. (W)	Tel	Tempo	Postal (	code	
Flight No.	Date	From		То		
		1			~~~~~~~~~~~	
Number of persons travelling	ng together: E-mail:[			<del>_</del>		
Total number of items ch	hecked in mass				<u>                                     </u>	
Total number of pieces r	received mass	Reason for cl	laim			
Number(s) of bag(s)	attach tags) Baggage tag nu	umber(s) of missing bag				
Description of missing ba	aggage: Colour			Mak	^	
Other distinctive marking				IVIGIN	J	
Passenger ticket number	r					
(attach copy of ticket)						
Was excess baggage pa		The state of the s	y of excess bar	ggage receipt	ľ	
Did you declare "excess	valuation" and purchase additi	ional coverage?	— Am	ount paid (		
Baddade: Checked at (ai	rport)	Observed to faith, a		172	(attach receipt)	
On flight No	Final	—— Unecked to (city si	hown on tag	1) ———		
- Baggage last seen at		ai desunation				
	routing was changed					
Give particulars if original	routing was changed ely notified of the loss? Yes		If VES at w	high office?	<b>1</b>	
Give particulars if original			If YES, at w	hich office	?	

NOTE: Please provide copies of all tickets, boarding cards, baggage claim check/tags, receipts for excess baggage and/or excess valuation and (when applicable) customs declarations. Failure to provide these documents could delay the processing of your claim.



## ITEMISED LIST AND CONTENTS OF BAGGAGE

- Please provide a complete list of all lost, delayed, damaged, pilferaged items contained in your Baggage.
- If more than one bag is involved, list contents of each one separately.

- Indicate by (X) which items are affected by loss, pilferage, or damage.

<u>I</u>					X	X	X
Quantity	Description of goods	Male Female (M or F)	Purchase Price	Currency	Pilf.	Dam	Loss
							··
							·····
							·····
							·
							··
							<del></del> ,
				-			

TOTAL



I understand this declaration may be sub to require from anyone any document or	ject to review and investigation and I hereby statement in relation to this declaration.	give South African Airways the authority
IDENTITY NUMBER:	PASSPORT NUMBER:	VOYAGER NUMBER:

## "IMPORTANT"

THE original copies of the following documentation MUST be forwarded to the claim office.

Passenger Air Ticket and Boarding Passes Baggage Claim Tags Copy of Identity Book and/or Passport Police Affidavit

Please complete in full. Any omissions could delay the recovery of your property or processing of your claim. The prompt return of this form is therefore essential.

- Note: (I) No action shall lie in the case of damage to checked baggage unless the person entitled to delivery complains to Carrier forthwith after the discovery of the damage, and, at the latest, within seven (7) days from the date of receipt; and in the case of delay, unless the complaint is made at the latest, within twenty one (21) days from the date on which the baggage has been placed at his/her disposal. Every complaint must be made in writing and dispatched within the times aforesaid.
  - (II) Any right to damages against South African Airways shall be relinquished unless action is brought within two years after the occurrence of the events giving rise to this claim.
  - (III) The liability of SAA in the case of damage to unchecked baggage shall be limited to US \$20,00 per kilogram.
  - (IV) SAA will not be liable for Damage to unchecked baggage unless such Damage is caused by our negligence. SAA shall have no liability whatsoever for Damage to articles not permitted to be contained in checked baggage, including fragile or perishable items, items having a special value, such as money, jewellery, precious metals, computers, personal electronic devices, cellular telephones, cameras, audio and video equipment, negotiable papers, securities, or valuables, business documents, passports and other identification documents or samples.
  - (V) "DAMAGE" includes death, wounding, or bodily injury to a Passenger, loss, partial loss, theft or other damage, arising out of or in connection with carriage or other services incidental thereto performed by us.

It is expressly understood by me that the furnishing of this form, the processing of this claim and any assistance rendered to me by employees of South African Airways, are acts of courtesy and shall not constitute a waiver of any rights which may be exercised, or an admission of liability, by or on the part of South African Airways, its employees or agents.



## SWORN STATEMENT

I, t	the undersigned, ID / Passport_Numbe
	do herby state under oath that:
1. 2.	I am an adult male / female residing at
Kin	Deponent of what transpired and what you are claiming for:
· · · · · ·	
·····	

I do hereby warrant the foregoing statement and those on the accompanying forms to be accurate, complete and true.

