

AIRWAYS PASSENGER PROPERTY CLAIM

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

South African Airways Baggage Services (Claims) Private Bag X13 Johannesburg International Airport 1627 Tel: (011) 978-3733

Fax: (011) 978-1853

specified in the note	overleaf.	Please supply:	File Ref.	
			olice Ref.	
	To expedite your	Bank	Branch & Code	Acc. No.
Please PRINT	payment please provide us with your bank details	ORTUNIT!		
Surname		Initials	As and the street of the	Title
Postal address (Perm	anent address)	Temporary resid	ential address	
e-mail:	Postal code		Postal	
Tel. (H)	Tel. (W)		Temporary /Durat	ion of stay
Flight No.	Date	From	То	
Number of persons trave	lling together: E-mail:			
	Market Harding			
Total number of items	checked in mass (
Total number of piece	s received mass	Reason for o	laim	
Number(s) of bag(s)	(attach tags) Baggage tag nu	ımber(s) of missing ba	g(s)	
Description of missing	baggage: Colour	Materia	I Ma	ke
Other distinctive mark	ings	TATAL SLANGE	N - 11 - 12 - 12 - 12 - 12 - 12 - 12 - 1	GRANT AND THE
Passenger ticket num	ber			
(attach copy of ticket)	55.	la contra de servição		
Was excess baggage	paid? Yes No	If yes, attach co	py of excess baggage recei	01
Did you declare "exce	ss valuation" and purchase addit		Amount paid	
Did you decidio exce	oo valaatori ana parchase adali	donar coverage:	Amount paid	(attach receipt)
Baggage: Checked at	(airport)	Checked to (city	shown on tag)	
On flight No	Maria or Correct	nal destination	-4	
Baggage last seen at			mary and the mary and	
	inal routing was changed	erer cerrison or other s	The entracemental	Uniperferring by its
	diately notified of the loss? Yes	No (If YES, at which office	ce?
By telephone	In Person	Date / /	Time (
If NO, please state rea	son	of the light of common on	Man Aspeys, my mous	Property of State of St.
	Direct			

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.

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Quantity	Description of goods	Male Female (M or F)	Purchase Price	Currency	Pilf.	Dam	Loss
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TOTAL



	nderstand this declaration may be subject to review and investigation and I hereby give South African Airways the authority require from anyone any document or statement in relation to this declaration.				
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 checked 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

, the undersi	gned		, ID / Passport Number
	do h	nerby state under oath tha	t
1. I am an a	adult male / female residing at _		
2. The con	tents of this statement fall	within my personal know	wledge. The contents are both true etent to depose to this sworn statement
	e a condensed statement of who		
		ding. Passes—	ssanger Air Ticket and Board
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Signed and	vit.	on this o acknowledges that he / s	she knows and understands the contents
			Commissioner of Oaths
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SIGNATURE OF CLAIMANT: DATE:

and true.