



CLAIM FOR LOST/ DAMAGED BAGGAGE

Date: _____ File reference number: _____ QF: _____
I/we: _____
Of (Address): _____

Home phone number: _____ Mobile phone number: _____
Email address: _____
Qantas Frequent Flyer number(s): _____
Flight number(s): _____
Baggage receipt number(s): _____
Name on baggage receipt: _____
Description of lost/damaged baggage (brand/colour/identifying marks): _____

Was there a name/address label on the baggage? If so supply details:
Where was the missing baggage checked in?: _____
At what time was the baggage checked in?: _____
Where was the missing baggage last seen?: _____
Actual/ estimated weight of baggage: _____ kgs
When was baggage discovered lost/damaged or items missing?: _____

Do you have private travel insurance?: Yes No
Insurance company: _____

1. Claimant's signature: _____ Date: _____
2. Claimant's signature: _____ Date: _____

Please ensure both pages of this form are complete and that you include photocopies/scans of:
All airline tickets Baggage tags/receipts Photographic identification

Please return this form with all relevant documentation to:
Qantas Airways Limited
Baggage Services
10 Bourke Road
Mascot, NSW, 2020

Email: baggageclaims@qantas.com.au
Phone: 1300 306 980



Qantas Airways Limited ABN 16 009 661 901
10 Bourke Road Mascot NSW 2020 Australia
Telephone +61 2 9691 3636

qantas.com



DECLARATION

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

I was a passenger on flight number:

From:

To:

On date:

The items listed on the 'Claim for lost/damaged baggage' questionnaire

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:

- a) may ask for further verification or documentation to substantiate my claim; and
- b) reserves its rights against me if I attempt to make a fraudulent claim.

1. Claimant's signature: _____ Date: _____

2. Claimant's signature: _____ Date: _____

Full Name: _____

Address: _____



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