



HAINAN AIRLINES LOST & FOUND INVESTIGATION FORM

Please accept our apologies for not being able to deliver your baggage upon your arrival. If after 7 days, you still have not received your baggage, please complete this form and forward it along with following documents:

- A copy of your ticket and boarding pass
- Claim Form For Missing Baggage or Property (PIR)
- Purchase receipt(s) or proof of ownership for all items valued at \$100.00 (U.S.) or more.
- Mail to: Hainan Airlines 18000 International Blvd., Suite 1188 Seattle, WA 98188 USA

This additional information will assist us in our tracing actions.

Passenger's full name:
Passenger's home address and phone number:
Passenger's temporary address and phone number:

Airline	Flight Number	Date	From (CITY)	To (CITY)

Ticket number:
Baggage tag number
Total number and weight of baggage as per ticket
Number of pieces checked
Number missing
Estimated weight of each missing piece
Where did you check your luggage?
Curbside <input type="checkbox"/> Airport Counter <input type="checkbox"/> Departure Gate <input type="checkbox"/> Other <input type="checkbox"/>
Was the bag checked under another name? Yes <input type="checkbox"/> No <input type="checkbox"/> if yes, what name?
Where and when did you last see your luggage?
Was loss reported to another airline? Yes <input type="checkbox"/> No <input type="checkbox"/> if yes, which airline and where?
If loss was not reported immediately, explain reason for delay
Did you see your luggage in customs? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, did you file a claim? Yes <input type="checkbox"/> No <input type="checkbox"/> With whom?
Was excess valuation purchased at time of check-in? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, include copy of receipt.
Were you charged for extra pieces/excess weight at time of check-in? Yes <input type="checkbox"/> No <input type="checkbox"/> if yes, include copy of receipt.

