

✦ Property Irregularity Report (PIR) form

Important information about making your claim:

All missing checked baggage must be reported to Africa World Airlines (or our ground handlers) within the baggage reclaim area and a PIR obtained. If after 21 days we have been unable to locate your baggage we will declare it "irretrievably lost", after which you may make a claim in writing using this claim form. We respectfully remind all customers making a claim that details of their bag(s) and contents, including description, date, place and cost of purchase, along with purchase receipts (clear and legible copies), must be sent to us with this signed(print) or filled(online) claim form before any settlement is considered. Claims will be assessed in line with our conditions of carriage and depreciation will be applied. Claim settlements are issued by electronic bank transfer to the passenger whose name appears on the baggage tag.

Reference Number: Station: Date: dd / mm / yyyy

Type of Claim: Missing Damage Stolen items
(State the missing item(s))

Section 1 - Customers' information

Full name Telephone

Permanent Address

Temporary Address

Until(Date) dd / mm / yyyy Email Address

Section 2 - Flight Details

Flight Number Date dd / mm / yyyy From To

Booking reference Number of baggage checked in Total Weight kg

Number of baggage missing / Damaged Total Weight kg

Section 3

Is your baggage insured? Yes No Name of Insurance Company

Address

Have you already notified an AWA agent about the mishandling of your baggage? Yes No

If yes, name Place Date dd / mm / yyyy

Have you already submitted a claim previously with another airline in reference to this irregularity? Yes/No

If yes, name Place Date dd / mm / yyyy

Was your baggage rechecked & new tags issued? Yes No Was your baggage identified at transfer point(s)? Yes No

If yes, Airline Place Date dd / mm / yyyy

If no, Where & when was the baggage last seen?

Section 4 - Items to Attach

1. Boarding pass 2. Excess baggage receipt (if applicable) 3. Baggage tag(s) 4. Pictures of the baggage 5. Receipt

Section 5 - Additional Information



Connect with us @flyafricaworld
www.flyafricaworld.com

Submit completed form with copies of color
National photo ID and send to below
baggageclaims@flyafricaworld.com



AWA
AFRICA WORLD AIRLINES