



# SOUTH AFRICAN 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 specified in the note overleaf.

South African Airways  
Baggage Services (Claims)  
Private Bag X13  
Johannesburg International Airport  
1627  
Tel: (011) 978-3733  
Fax: (011) 978-1853

Please supply:

File Ref.

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Police Ref.

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To expedite your payment please provide us with your bank details

Bank

Branch & Code

Acc. No.

**Please PRINT**

Surname		Initials		Title	
Postal address (Permanent address)			Temporary residential address		
e-mail: _____			Postal code _____		
Tel. (H) _____		Tel. (W) _____		Tel. _____ Temporary /Duration of stay _____	
Flight No.	Date	From	To		
Number of persons travelling together: <input type="text"/>		E-mail: <input type="text"/>			
Total number of items checked in <input type="text"/>		mass <input type="text"/>			
Total number of pieces received <input type="text"/>		mass <input type="text"/> Reason for claim _____			
Number(s) of bag(s) <input type="text"/>		Baggage tag number(s) of missing bag(s) <input type="text"/>			
Description of missing baggage: Colour _____		Material _____		Make _____	
Other distinctive markings _____					
Passenger ticket number		<input type="text"/>			
<small>(attach copy of ticket)</small>					
Was excess baggage paid? Yes <input type="text"/>		No <input type="text"/>		<small>If yes, attach copy of excess baggage receipt</small>	
Did you declare "excess valuation" and purchase additional coverage? <input type="text"/>				Amount paid <input type="text"/>	
<small>(attach receipt)</small>					
Baggage: Checked at (airport) _____			Checked to (city shown on tag) _____		
On flight No _____			Final destination _____		
Baggage last seen at _____					
Give particulars if original routing was changed _____					
Was any Airline immediately notified of the loss? Yes <input type="text"/>		No <input type="text"/>		If YES, at which office? _____	
By telephone <input type="text"/>		In Person <input type="text"/>		Date <input type="text"/> / <input type="text"/> / <input type="text"/> Time <input type="text"/>	
If NO, please state reason _____					

**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.







# SOUTH AFRICAN AIRWAYS

I understand this declaration may be subject to review and investigation and I hereby give South African Airways the authority to 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

I, the undersigned \_\_\_\_\_, ID / Passport Number \_\_\_\_\_ do hereby state under oath that:

1. I am an adult male / female residing at \_\_\_\_\_
2. The contents of this statement fall within my personal knowledge. The contents are both true and correct to the best of my belief. I am fully capable and competent to depose to this sworn statement.

Deponent

Kindly provide a condensed statement of what transpired and what you are claiming for:


Signed and sworn before me at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ by the deponent who acknowledges that he / she knows and understands the contents of this affidavit.

\_\_\_\_\_  
Commissioner of Oaths

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

**SIGNATURE OF CLAIMANT:** \_\_\_\_\_

**DATE:** \_\_\_\_\_