

Dear Passenger,

El Al Israel Airlines does its utmost to deliver your baggage on-time and damage-free. Nevertheless, there are cases in which baggage is delayed, damaged or lost, for which we apologize in advance. We are sorry for any inconvenience you were caused as a result of the event you are reporting.

Please complete the attached form, and send it to the El Al office nearest your place of permanent residence (Israeli residents should use the above address, and United States residents should send claims to our New York office), by mail or fax, within 7 days from the time you received the baggage in the event of damage or missing items, or 21 days in the event of delayed baggage. For the office nearest you, please visit our website at www.elal.co.il.

I. PLEASE SUBMIT THE FOLLOWING DOCUMENTS WITH THIS FORM:

- 1) Flight ticket
- 2) Boarding pass
- 3) Baggage tags (attached to your flight ticket and/or suitcase)
- 4) Report filed at the airport (Property Irregularity Report and/or Damage Report)
- 5) Applicable receipts

All claims will be handled in accordance with the General Conditions of Carriage and international conventions and laws which determine airlines' limits of liability.
 El Al reserves the right to refuse responsibility for the total or partial loss, damage, or delay of fragile items, cash, food, jewelry, cameras, computers, video recorders, electronics, negotiable papers or bonds, inheritances, antiques, works of art, silver or gold items, rare books or publications, business or other documents, precious metals or other valuable items.

II. PERSONAL DATA

| | | | |
|---|--|--------------------------------------|--|
| Family Name (As appears on passport) | | Title and First Name | |
| I.D. Number * | | Passport No. * Specify Country | |
| Address line 1 | | Address line 2 (Where applicable) | |
| City/State | | Postal/ZIP Code | |
| Country | | Matmid Number TL/SL/GL/PL | |
| Telephone | | Fax | |
| Cell phone | | Email | |

*** I.D. Number is mandatory for Israelis. Non-Israelis must provide passport number.**

III. FLIGHT INFORMATION (INCLUDING OTHER CARRIERS)

| Date | Airline | Flight no. | Departure airport | Arrival airport |
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IV. DETAILS OF JOURNEY AND BAGGAGE

- Number of baggage pieces: Checked-in _____
 Received on baggage carousel _____
- Where was baggage checked?
 Check-in counter Boarding gate Other _____
- Where did you last see your baggage? _____
- Did you report the incident immediately to an El Al representative?
 Yes, report no. _____ No
- Was the incident reported to another airline?
 Yes, Carrier: _____ Report no. _____ No
- Did you pay for excess baggage? Yes, attached is copy of receipt No
- Total number of passengers in your party _____
- Purpose of journey Business Pleasure Other
- If your baggage was anything other than a suitcase, please indicate:
 Baby stroller Surfboard Musical instrument Wheelchair
 Other _____

V. DAMAGE TO BAGGAGE OR ITEMS MISSING:

1. Damage is to contents suitcase

Details _____

2. When and where did you discover the damage or missing items? _____

3. Details of missing or damaged items:

| Item | Quantity | Date of Purchase | Purchase Price | Currency | Damage | Loss | FOR OFFICE USE ONLY |
|---------------|----------|------------------|----------------|----------|--------------------------|--------------------------|---------------------|
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| TOTAL: | | | | | | | |

VI. SECURITY SEPARATION *Fill this section **only** if Security took or damaged your belongings*

1. Object(s) detained _____

2. Loss Damage

3. Airport where detention occurred: _____

4. Were you given a receipt? Yes (please attach) No

5. Who detained the object(s)? El Al Security Airport Security Other _____

6. Value of object(s) _____

VII. DELAYED RECEIPT OF BAGGAGE

Note: In the event that your luggage was delayed upon returning to your place of residence, do not fill out this section; after 21 days have elapsed, please fill out section VIII on page 5.

1. Number of days of visit (not in your place of residence) _____
2. Delay (in days/hours) in receiving baggage _____
3. Details of expenses incurred because of delay:

| Date | Description of Expense | Receipt? (Yes/No) | Purchase Price | Currency |
|---------------|------------------------|----------------------|-------------------|----------|
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