



Mishandled Baggage Questionnaire/Claim Form

All loss or damage to baggage must be reported immediately to Virgin Atlantic Airways (or our ground handlers) within the baggage reclaim area. In addition it should be reported to us in writing within 7 days of receipt, otherwise your claim will be rejected. (Completion of this claim form and its receipt in our UK or US office within 7 days of your flight will serve as notification.)

Section 1

If wishing to claim for missing baggage, please complete sections 1, 2, 3, 4, 6, 7, 8, 9.
 If wishing to claim for damaged/pilferage, please complete sections 1, 2, 3, 5, 7, 8, 9.

We respectfully remind all customers making a claim for lost or damaged baggage that details of their bag(s) and contents, including description, date of purchase, place of purchase, and cost of purchase, along with purchase receipts must be sent to us with this signed claim form before any settlement is considered.

Claims will be assessed in line with our conditions of carriage and depreciation will be deducted.

Surname _____ First name _____ Initials _____

Permanent address _____ Temporary address _____

Telephone _____ Telephone _____

E-mail _____ Date leaving _____

Section 2 - Claim Settlements are made via Bank Transfers. Please supply the following information:

Account Name

Bank Address

Account Number

Sort Code

IBAN (international Bank Account Number)

IBAN INFO

IBAN is an initiative being driven by the European Commission and banks across Europe to introduce a standard account number format for use with cross border payments in Europe

IBAN stands for International Bank Account Number and always used in conjunction with a Bank Identifier Code (BIC) also known as a Sort Code

The IBAN is a series of alphanumeric characters that uniquely identifies an account held at a bank

The beneficiary bank will recognise the payment as destined for that country from its country code. It extracts the domestic account number from the IBAN and uses it to pay the funds to the beneficiary's account.

Section 3 - Please include all connecting flights

| From | To | Flight number | Date of departure |
|-------|-------|---------------|-------------------|
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |

