[First and last name]

[Postal address]

[Telephone number + email address]

[Company name]

[Company address]

[Place, date]

**Subject:** [indicate your PIR file number - this is the incident report received by the airport]– lost baggage claim

Dear Sir, Madam,

On [date] I flew from [place of departure] to [place of arrival] with [name of airline]. This concerned flight [enter the flight number]. Upon arrival at my destination, my luggage was missing.

At [name of airport], I immediately submitted a PIR form with number [enter number of PIR form]. Please find a copy attached. To date, my luggage is still missing.

In compliance with International Conventions, I am entitled to compensation as [*choose one of the following: my luggage has been missing for more than 21 days/you have indicated my luggage is considered lost*].

I herewith hold you liable for the loss I incurred as a result of the lost baggage. The loss can be specified as follows:

* [list the items lost and add copies of invoices as soon as possible]
* [in the absence of invoices or proof of purchase, try to estimate the purchase value or try to find the price of a similar item]

I herewith request you to remit € [enter the total amount] within one month after sending this [letter/email] to my account number [enter your IBAN account number], account holder [name account holder] with payment reference ‘Compensation missing luggage’.

**Please note :** The maximum amount of compensation provided for by the Montreal Convention (most flights) is approximately €1,500. The maximum amount under the Warsaw Convention (applicable to some countries that are not signatories to the Montreal Convention) is approximately €27/kg. You will therefore not be able to claim a refund in excess of these amounts unless you choose special insurance at the time of booking or when you check in your baggage.

If my request does not result in receiving the above-mentioned compensation, I wouldn't hesitate to contact the European Consumer Centre Luxembourg to assert my rights.

Yours faithfully,

[Full name]