

Dear Passenger,

El Al Israel Airlines Ltd. 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 by mail, e-mail, or fax. Israeli residents should use the above address, and United States residents should send claims to our New York office. For the office nearest you, please visit our website at www.elal.co.il.

All claims must be submitted in writing within 7 days from the time you received the baggage in the event of claims for damage or missing items, or 21 days in the event of claims for delayed baggage.

I. PLEASE SUBMIT COPIES OF THE FOLLOWING DOCUMENTS WITH THIS FORM:

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

If you do not have all of the above documents, please state so when submitting your claim.

All claims will be handled in accordance with the General Conditions of Carriage and international conventions and laws which determine airlines' limits of liability.
In the event that you fail to provide all of the documents or information requested by us, we reserve the right to dismiss your claim in whole or in part.

II. PERSONAL DATA

| | | | |
|---|--|--------------------------------------|---|
| Last (Family) Name As appears on passport | | Title and First (Given) Name | |
| I.D. Number * OR Passport No. (Specify Country) | | Gender | <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE |
| Address line 1 | | Address line 2 (Where applicable) | |
| City/State | | Postal/ZIP Code | |
| Country | | Matmid Number TL/SL/GL/PL/TP | |
| 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 PLEASE INCLUDE PHOTOS OF THE DAMAGE IF RELEVANT.

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 | Damaged | Missing | Receipt? (Yes/No) |
|--------|----------|------------------|----------------|----------|--------------------------|--------------------------|-------------------|
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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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| TOTAL: | | | | |

VIII. BAGGAGE DELAYED FOR MORE THAN 21 DAYS

1. Details of baggage contents (use an additional page if necessary):

| Item | Quantity | Date of Purchase | Value | Currency | Receipt? (Yes/No) |
|---------------|----------|------------------|-------|----------|-------------------|
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| TOTAL: | | | | | |

IX. DECLARATION

I hereby submit my claim against El Al Israel Airlines Ltd. in the sum of _____ in _____ (currency) for the loss/damage incurred on (date) _____.

Bank Account Details (for use in the event of compensation):

| | |
|-----------------------|---|
| Account Owner Name: | Account Owner ID Number (for Israeli accounts): |
| Bank Name and Number: | Branch Number: |
| Account Number: | IBAN+SWFT CODE/BIC |

In consideration for the receipt of compensation in connection with this claim, I hereby release, acquit and forever discharge El Al Israel Airlines Ltd. ("EL AL") and/or its employees, servants and agents and/or any other person for whom EL AL is liable, for all claims and demands for damages sustained and/or which may hereinafter at any time be sustained by me or any other person, arising out of, in connection with, or incidental to the loss, delay, or damage referred to in this claim.

I acknowledge that any compensation to be paid by EL AL will be received in full accord and satisfaction of a disputed claim and does not constitute any admission of liability by EL AL.

By submitting this form, I hereby declare that all the details in this document and in all the appended documents are accurate, complete and true. If my claim is found to be inaccurate for any reason, I will be liable for any and all consequences, including but not limited to reimbursing EL AL for any expenses incurred and/or prosecution to the full extent of the law.

Signature*

Date

(Persons signing must be at least 18 years old. Parents may sign for their children under age 18.)