



Dear Passenger we apologise that we are still unable to locate your baggage following your flight with us. We assure you that we are still actively searching for your baggage.

To help us further, we ask you to complete all sections of this form. The detailed information you provide will help us with our search and any potential claim.

### **1. Property Irregularity Report (PIR)**

Please provide the reference number on your Property Irregularity Report and your Lumiwings booking reference.

Property Irregularity Report (PIR) \_\_\_\_\_

Lumiwings booking reference \_\_\_\_\_

### **2. Passenger details**

Please provide details for the person making the claim.

Surname \_\_\_\_\_ First name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Permanent address

Street name \_\_\_\_\_ City \_\_\_\_\_

Postcode \_\_\_\_\_ Country \_\_\_\_\_

### **3. Baggage Details**

Please provide baggage details for the flight where your baggage went missing.

How many bags did you check in? \_\_\_\_\_

Were you travelling with others? Yes  No

If yes, please list the name of your travel companions:

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If you were travelling with others, how many bags did the group check in?

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#### 4. Insurance details

Please provide information about your insurance policy.

Was your baggage insured? Yes  No

Have you notified your insurer? Yes  No

Insurance Company \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_

#### 5. Description of the missing baggage

Brand \_\_\_\_\_

Color \_\_\_\_\_

Material \_\_\_\_\_

Other details \_\_\_\_\_

Please fill in the form, attach the ticket receipt, PIR references, baggage tag and send an email to :  
[lostandfound@lumiwings.com](mailto:lostandfound@lumiwings.com)

Please be informed that any false statement that has been made intentionally will be qualified as fraud and may result in the airline filling legal action.