

Dear valued guests,

Please accept Pegasus Airlines' sincere apologies for the mishandling of your baggage. The information in this letter is setted out to explain the procedure and steps to follow upon preparation of the baggage report. Please report your lost and/or damaged baggage to theGround Handling Company Office at the airport and complete the requested information.otherwise you may lose your statutory rights under applicable legislation.

You will be able to track the status of your lost baggage online via www.flypgs.com by clicking on the 'TRACK BAGGAGE' link under the 'USEFUL INFO' menu by entering the 10-digit number (Lost Baggage tracking number) given at the airport and your surname.

You will receive information on the status of your baggage from the airport that has your report within five days. After this period the Pegasus Baggage Service will track your baggage. For tracking purposes, and in line with our company procedures, please forwardthe documents outlined below to Pegasus Airlines via WEB.

Thank you for your understanding.

Sincerely,
Pegasus Airlines

Damaged baggage:

- 1) Damage report
- 2) Photo of damaged baggage
- 3) If your baggage can be mended: the bill for the repair
- 4) If your baggage cannot be mended: the receipt for the purchase of the baggage
- 5) Bank account details: Account Holder + Bank Name + BIC – Swift Code + IBAN No
- 6) Your e-mail address

Lost baggage:

- 1) Lost baggage report
- 2) Contents list
- 3) Bank account details: Account Holder + Bank Name + BIC – Swift Code + IBAN No
- 4) Your e-mail address

Contact Details:

E-mail : www.flypgs.com/en/contact/write-to-s

Tel : UK: 0 3333003555

Other countries: + 90 850 250 0 224 (Working hours 07/24)

Genel (Public)