



READ AND SIGN

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Topic: Updated LF procedures for XC and XR

Dear All,

We kindly inform you that about the updated procedures (**bold texts**) of LF as below.

- The passenger who gets the irregularity report, is being informed with our baggage irregularity information sheet . You can find them in the attachment.
- <https://www.corendonairlines.com/lostandfound> is the official web page where the passenger register their request about their property irregularity report.
- Please do not share our e-mail AYTLL@CORENDON-AIRLINES.COM address with third parties.
- For each file; If the delivery cost takes over **50€** confirmation has to be requested from AYTLL@CORENDON-AIRLINES.COM (with km details). **If the passenger is not at the specified address, we won't approve the 2nd shipment of the baggage by shipment company.**
- MSL reports for XC and XR should be sent every month to AYTLL@CORENDON-AIRLINES.COM
- The Report for DPR and AHL should be prepared upon passenger arrival. Reports cannot be made by phone or after leaving the airport. **We will not approve the fees for reports opened late by handling company . The report opening date have to be the same as the original flight date.**
- OHD reports should be opened on time with the details of the missing baggage (especially specific content of it).
- DPR reports should include the purchasing price, age and brand of the damaged baggage.
- **The AYT station in Turkey is where you forward your FLZ baggage (include found items) belong to XC flights.**
- **The DUS station in Germany is where you forward your FLZ baggage belong to XR flights.**
- Before sending FLZ please contact AYTLL@CORENDON-AIRLINES.COM to learn which destination you will send it.

Thank you!