



## LFI: Lost Passport

Dear All

I would like to share an incident with you that happened a few days ago. A lady lost her passport **after boarding at the gate**, and arrived at SID without any travel documents. Since she did not have a passport with her, she was sent back to FRA with the next flight.

Passengers losing their passports or IDs after they boarded and left the gate is not in our control, but still I wanted to share this incident to raise awareness that passengers can lose their travel documents.

If they boarded and wish to leave the waiting area to go back to the toilet, please always check that they still have their passports when they come back to board again.

Should you find any travel documents in the waiting area after the passengers left, please immediately inform the TRC. Even if it causes a few minutes delay (that we can put on the passenger), it is better than passengers arriving at that destination without any documents.

That way we can say, that you tried everything, and if the passengers lose it in the aircraft, it is out of our control.

Thank you!

Norbert