



Topic: L&F Information' Instruction on Baggage Enquiry Processes

Dear Partners,

In case of delayed/damaged/missing baggage applications of our guests, detailed action, and research requests for our files from the relevant units of our ground handling companies that we receive services from, the inquiry e-mails that our Baggage Control Central office has sent to you from now on "pgs.misafirilikleri@flypgs.com" it will be forwarded from the address. We kindly ask you to select the "reply all" option when replying to the e-Mail. Please use this address only to answer inquiry e-mails, please do not send e-mails to this address for other issues. Please do not share it with the guests as it is our internal operating address, if you have answers that are not answered on time, causing a delay in the query review, your data will affect your station scorecards, it is strongly requested that you send feedback to the relevant e-mails within the shortest possible time frame, as this will affect the relevant station scorecards in case of answers that are not answered on time

For your further concerns and requests you can directly contact with PBSMERKEZ@flypgs.com

Ground Operations,
Pegasus Airlines

