

System Tracing Center
611 Lockhaven Drive
Houston, TX 77073
Phone 1-800-335-2247
Local 281-821-3526
Fax 281-553-1484



CUSTOMER PROPERTY CLAIM FORM

Please accept our sincere apologies for the inconvenience you have been caused by the delay of your checked property. To assist us with your claim, please complete and return the Customer Property Claim Form.

While our efforts to locate your property continues, it is imperative that you complete this claim form and return it to us within 45 days after your flight date. In the event you fail to return the completed claim form within 45 days, no action shall lie against Continental Airlines. The most intensive phase of tracing is based on the information provided on this claim form. The claim form should be completed in its entirety with a detailed description of each individual item contained within the bag(s) or the items that are missing from the baggage. If your claim involves more than one piece of baggage, please itemize each bag and its contents separately. The accuracy of this information enhances our ability to locate your property through our tracing efforts. Failure to include the requested information may affect the processing of your claim.

In addition the following items must be included to assist in processing your claim:

- > Customer copy of the flight ticket or E-Ticket receipt
- > Claim form must be signed
- > Original proof of purchase for items valued at \$100 USD or higher
- > Baggage claim checks
- > Excess value receipt, if excess value was declared
- > For an interim claim, receipts are needed for all items purchased
- > For European customers only, bank name and address, account name and bank ABA/Chips number.

Please Note: It is very important that you retain a copy of all documents sent to us, for your records.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS

For domestic travel between points within the United States (except for domestic portions of international journeys), Continental's liability for loss of, damage to or delay in delivery of a passenger's checked baggage, is limited to \$3,300 per ticketed passenger unless a higher value is declared in advance and additional charges are paid.¹ (In accordance with 14 CFR Part 382, the above limit of liability does not apply for loss, damage or delay concerning wheelchairs or other assistive devices.) Excess valuation may not be declared on certain types of valuable articles. Continental assumes no liability for high value, fragile or perishable items carried in connection with domestic travel.

For international travel (including domestic portions of international journeys) to which the Warsaw Convention applies, liability for loss, delay, or damage to baggage is limited to approximately \$9.07 per pound (\$20 per kilo) for checked baggage up to \$640 and \$400 per passenger for unchecked baggage unless a higher value is declared in advance and additional charges are paid.

For international travel (including domestic portions of international journeys) to which the Montreal Convention applies, liability for loss, delay or damage is limited to 1,000 SDR per passenger for baggage, whether checked or unchecked, unless a higher value is declared in advance and additional charges are paid. Exchange rates are available at www.IMF.com.

Examples of high value, fragile or perishable items for which Continental is not liable (in the case of domestic travel) include, but are not limited to: antiques, artifacts, heirlooms, collectibles; antlers; backpacks not designed for travel, sleeping bags and knapsacks made of plastic, vinyl or other easily torn material with aluminum frames, outside pockets or with protruding straps and buckles; business equipment and business samples; CDs, DVDs, MP3s; chinaware, glass, ceramics, pottery; computer hardware/software and electronic components/equipment; items checked in sacks or paper/plastic bags that do not have sufficient durability, do not have secure closures or do not provide sufficient protection to the contents; items checked in corrugated/cardboard boxes, including cardboard boxes provided by CO, except for items that otherwise would be suitable for transportation without the cardboard box (e.g., bicycle, garment bag); electronic and mechanical items, including cell phones, electronic games; eyeglasses, binoculars, prescription sunglasses and non-prescription sunglasses and all other eyewear and eye/vision devices; flowers and plants; garment bags not designed for travel; irreplaceable items; items made of paper (e.g., advertising displays, blueprints, maps, manuscripts, business/personal documents, historical documents, photos, books, negotiable papers, securities, etc.); jewelry; keys; liquids, perfumes, alcohol/liquor, jerkins, zamzam water; medicines, medical equipment; money; natural fur products; perishable items such as food (e.g., fruits and vegetables, cheese, fresh or frozen meat or poultry, seafood, baked goods, dry ice, tobacco); photographic/cinematographic/audio/video equipment and related items; precious metals/stones; tools; battery powered hand tools, tool boxes/containers, automotive towbars; totally unprotected items such as tennis racquets and umbrellas, either individually checked or tied/strapped to the outside of luggage; silverware; watches (timepieces); works of art such as paintings or sculptures; or any other similar valuable property or irreplaceable property included in the passenger's checked or carry-on baggage with or without the knowledge of CO.

Please include a description of any unique items on your claim form, as this may help with our tracing efforts.

¹ Liability for baggage claims relating to travel occurring prior to December 22, 2008 is limited to \$3,000 per ticketed passenger.

