# Dear Customer,

We are very sorry that your baggage has failed to arrive with your flight. We apologize for the inconvenience it may cause. We assure you that we will do our best to locate your baggage as soon as possible.

As Vietnam Airlines is linked to a worldwide tracing system, most of delayed baggage is returned to their owners within 24 hours after making the report.

If after three days, your baggage has not been found, may we kindly ask you to fill in the attached Baggage Claim Form and send it to us as soon as possible. Please also include the passenger’s coupon of your ticket and the relevant baggage receipt: this will enable us to widen the search.

If after 21 days, your baggage has not yet been found, we will forward your file to the nearest Vietnam Airlines Office, who will proceed with compensation according to the General Conditions of Carriage.

Locating you baggage is our priority. We shall immediately inform you as soon as we have found it.

Please be assuring that your claim will be treated with utmost care and attention.

親愛的顧客：

對於您的行李未能隨機抵達所造成之不便情況我們深感抱歉，越南航空將會盡全力確保您的行李定位並盡速安排後續運送。

越南航空時時與全球行李查詢系統連線，大部分的延誤行李通常能於通報後24小時內尋獲並回到旅客手中。

若於通報3天後仍未找到您的行李，我們懇請您協助填寫以下行李遺失申報表（請以英文書寫）並盡速傳送至越南航空機場辦事處，請您隨信附上旅客電子機票及行李收據以利我們加快搜尋程序。

若於通報21天後還是沒有找到您的行李，我們會將您的行李遺失申報轉交至您鄰近的越南航空機場辦事處，並根據越南航空旅客及行李運輸條款進行相關賠償手續。

確認您的行李位置為我們的第一要務，越南航空會盡一切最大努力提供協助，並於第一時間給您相關回報。

**Baggage claim Form 行李遺失申報表**

*File Reference 案件號:* （請以英文書寫表格）

1. **Personal Information 旅客資訊**:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | [ ] **Classification 類別** | [ ] **Damage 損壞** | | [ ] **Loss 遺失** |  | [ ] |  | **Delayed Delivery 延誤** | |
| *Fullname 旅客全名*: | | | | | | | *Tel 連絡電話*:   * *Home 住家* * *Office 辦公室* * *Mobile 手機* | | | |
| *Temporary Address 現居地址:*  *PermanentAddress 永久地址:* | | | | |  | | Valid Until 居住地期限(如有): | | | |
| *Flight Number 班機號碼* | | | | *My itinerary 行程* | | | | | | *Date of travel 出發日期* |
| *Baggage tag number (s)行李收據號碼:* | | | | | | | | | | |
| *Name and address of your insurance company if your baggage was insured 保險公司名稱及地址(如有投保行李)*: | | | | | | | | | | |
| *Would you know any particular event which explains why your baggage was not received*?*旅途中是否曾注意到任何異常情況導致於行李遺失/延誤?* | | | | | | | | | | |

1. **DESCRIPTION OF BAGGAGE 行李描述**

|  |  |  |  |
| --- | --- | --- | --- |
| *Nature 原本狀態* | *Material 材質* | *Brand 品牌* | *Colour 顏色* |
| Combination Lock nbr 行李密碼鎖號碼 Key Lock nbr 鑰匙鎖號碼 Zipper 拉鍊 | | | |

* *Is your baggage identified with your name on*? *Yes/No*
* *行李上是否掛有名牌或其他標示? 是/否*
* *Is your baggage identified with a different name than yours*? *Yes/No*
* *行李上之姓名標示是否與本人不同? 是/否*

*If yes, please specify 如果是，請於此註明*:……………………………………….

* *Are there any initials on the baggage? 　　　　　　　　　　Yes/No*
* *行李上是否有任何特殊標記？　　　　　　　　　　　　是/否*

*If yes, please specify 如果是，請於此註明*:……………………………………….

* Are there any other distinctive characteristics (stickers, ribbon … )?
* *行李上是否有其他特徵(貼紙、緞帶等)?*……………………………………….

………………………………………. ………………………………………. ……….

*Note 備註: Please circle the correct answer.請直接圈選您的正確答案*

1. ***DESCRIPTION OF CONTENT OF BAGGAGE 行李及內容物清單***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *Nbr*  *序號* | *Article*  *物品名* | *Quan-tity*  *數量* | *Date of Purchase*  *購買日期* | *Place of Purchase*  *購買地點* | *Price of Purchase*  *購入金額* | *Remaining value of damaged article*  *毀損/遺失物品剩餘價值* | *Amount Claiming*  *申請賠償金額* |
| 1. |  |  |  |  |  |  |  |
| 2. |  |  |  |  |  |  |  |
| 3. |  |  |  |  |  |  |  |
| 4. |  |  |  |  |  |  |  |
| 5. |  |  |  |  |  |  |  |
| 6. |  |  |  |  |  |  |  |
| 7. |  |  |  |  |  |  |  |
| 8. |  |  |  |  |  |  |  |
| 9. |  |  |  |  |  |  |  |
| 10. |  |  |  |  |  |  |  |
| 11. |  |  |  |  |  |  |  |
| 12. |  |  |  |  |  |  |  |
| 13. |  |  |  |  |  |  |  |
|  | *Total 總金額* | | | | |  |  |

*In letters 本人特此聲明上述物品 ……………………………………………………………………………………………………*

*………………………………………………………………………………………………………………………….*

*I hereby declare the foregoing particulars to be true and correct. In support my claim, I enclose copies of the following documents 及填具事項皆屬事實且完整無誤，並隨表附上搭機相關證明文件以利申報程序*:

[ ] *PIR* (*provided by VN由越航開立*)

[ ] *Passenger ticket or Itinerary Receipt 旅客電子機票收據*

[ ] B*aggage tag (s) 行李標籤收據*

[ ] A*ll available purchase invoices 其他相關購買發票證明*

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*Date of declaration 申請日期 Signature of Claimant 申請人簽名*