

Baggage On Arrival



You must claim your baggage as soon as it is placed at your disposal at your stopover or final destination. To avoid taking the wrong bag, please check your baggage identification tag against the label on the baggage. You may be asked to present your identification tag when leaving the claim area.

Should you forget something on board the aircraft, contact the airport where your flight had landed. Airport service agents will assist you in locating any missing items.

Baggage Services

Also known as Mishandled Load Office (MLO) or Lost and Found Office which, takes charge of:

- Delayed or missing baggage
- Damage and pilferage
- Articles or items left on an aircraft or within Malaysia Airlines premises
- 'On-the-Spot' compensation
- Free delivery service of mishandled baggage to passengers

Irregularities involving your baggage such as loss, delay or damage **should be reported in person**. If your baggage does not arrive at your destination, report this to the Baggage agents in the claim area/office before you leave the airport. These agents will ask you to provide the information pertinent to locating your baggage.

Email: mhbag@malaysiaairlines.com

Delayed or Missing Baggage

In the event that a checked bag is missing, it is important that a Malaysia Airlines representative is contacted upon arrival at the airport in order for us to complete a Property Irregularity Report (PIR). Immediately after the report is completed, the tracing for the baggage will commence. Passengers will be updated regularly during the tracing period.

Upon notifying the Malaysia Airlines representative of your loss or delayed baggage, a file reference number will be given to check the status of your baggage online.

Interim or Incidental Claims

Passenger will be compensated based on the following:

| Class Travel | International Routes | Domestics/Singapore/Brunei |
|-------------------|----------------------|----------------------------|
| First Class | RM350 | RM100 |
| Golden Club Class | RM250 | RM100 |
| Economy Class | RM150 | RM80 |

Above compensation is entitled to a passenger when his/her baggage is delayed provided:

- If it is known that it will not be retrieved, recovered and delivered within 24 hours.
- If the passenger is a non-resident at the station where his/her baggage is not received. This means it applies to away-from-home passengers only.
- The interim/incidental is only paid once at the time of mishandled baggage.

Damage Baggage

Malaysia Airlines does not accept claims for damage due to normal wear and tear (missing or damaged straps, scratches, nicks, wheels, locks, zipper damage, scuffs, dents, soiling, feet, clips or exterior tube handles) or manufacturer's defects. In the event that a piece of checked luggage is damaged, it is important that a Malaysia Airlines representative is contacted upon arrival at the airport in order for us to complete a Property Irregularity Report (PIR).

A report will not be completed for damage if the bag has been checked in with a Limited Release Tag indicating previous damage to the bag. Please pack your bags carefully, as damage resulting from a bag or suitcase being over-packed or overweight is not covered.

Baggage Tracing

In the case of a misdirected bag, the Lost & Found office at your airport of arrival is responsible for the tracing process. It is therefore important that you report the loss immediately after arriving at the airport. The majority of misdirected luggage is located within 24 hours.

Upon notifying the Malaysia Airlines representative of your loss or delayed baggage, a file reference number will be given to check the status of your baggage online.

In the rare cases when missing luggage is not found within the first five days, a second, more detailed, tracing process begins. For this reason, we ask you to provide us with as many details about the luggage item as possible, as well as a description of the contents. When you first file your Property Irregularity Report, please indicate your home address, your temporary address and any phone, mobile, email and fax numbers.

Should your baggage not be returned to you after 3 days, please complete and return the downloadable questionnaire form and send it to the following address as this will enable us to make further and more detail enquiries:

[Click here to download the questionnaire form \(Eng\)>>](#)

[Click here to download the questionnaire form \(BM\)>>](#)

Malaysia Airlines
Central Baggage Tracing Office
Level 3
Main Terminal Building
Kuala Lumpur International Airport
64000 Sepang
Selangor Malaysia
Tel: +6 03 8776 3747
Fax: +6 03 8787 4670
Email: mhlbag@malaysiaairlines.com

Opening times:

Mon - Fri: 9 a.m. until 9 p.m.

Sat: 9.30 a.m. until 12 p.m.

Sun: closed

Baggage Liability Limitations

For travel to which the Warsaw Convention applies (including domestic portions of international travel), Malaysia Airlines' liability is limited to US\$20.00 per kg for checked baggage.

For travel to which the Montreal Convention 1999 applies (including domestic portions of international travel), Malaysia Airlines' liability is limited to 1,131 SDR (Special Drawing Rights) per customer for checked and unchecked baggage. Exchange rates are available online at imf.org.

Malaysia Airlines will not accept liability for valuables, fragile or perishable articles including money, jewellery, cameras, video and electronics equipment, silverware, negotiable instruments, business documents, samples, antiques, paintings, furs, manuscripts or similar items, computers and medication. We recommend that

passengers purchase additional baggage insurance to cover loss or damage to these items.

Malaysia Airlines accepts responsibility for baggage placed in its care and works hard to protect these items. Occasionally, loss or damage to baggage does occur. The limit and exclusion of our liability are summarized on this page. For a detailed description of these limitations, please review Malaysia Airlines' Contract of Carriage Liability Limitations ([Article 16: Our Liability For Damage](#)).

Exclusion of Liability

Luggage, which is fragile, perishable, insufficiently packed or checked in too late will only be accepted if a Limited Release Tag is made out and signed by the passenger. With his/her signature, the passenger thereby accepts that Malaysia Airlines is not financially liable for the luggage in question.

Left Baggage Service

Left Baggage service is currently available at Kuala Lumpur International Airport (KLIA), Kuala Lumpur City Air Terminal (KLCAT), Penang and Kota Kinabalu airports. Left Baggage service is available through an airport/terminal concessionaire at a charge.
