



MALAYSIAN AIRLINE SYSTEM BERHAD (10601-W)

# MISSING BAGGAGE QUESTIONNAIRE FORM

www.malaysiaairlines.com/bagstatus

Dear Passenger

Please accept our apologies for the delay in locating your baggage and for any inconvenience caused. If your property is not found within **three days**, please complete both sides of this form and send it immediately to the address shown at the right for further tracing actions.

Reference No. \_\_\_\_\_

**Central Baggage Tracing Office  
Malaysia Airlines  
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**

**Please print in BLOCK LETTERS:**

Name (Mr/Mrs/Ms First Middle Last) \_\_\_\_\_

Home Address \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Fax \_\_\_\_\_

Email Address \_\_\_\_\_

Passport/NRIC No. \_\_\_\_\_

Occupation \_\_\_\_\_

Business Address \_\_\_\_\_

Business Telephone \_\_\_\_\_

Frequent Flyer No. \_\_\_\_\_

	Airline	Flight Number	Date	From	To
<b>Flight Itinerary</b>					

No. of bag checked \_\_\_\_\_

No. of bags received \_\_\_\_\_

No. of bags missing \_\_\_\_\_

Weight of each bag missing \_\_\_\_\_

Passenger Ticket No. (attach copy) \_\_\_\_\_

Excess Baggage Ticket No. (attach copy) \_\_\_\_\_

Baggage checked at:  Check-In Counter  Boarding Gate  
 Others (please specify) \_\_\_\_\_

Baggage was last seen at: \_\_\_\_\_

Baggage was checked to (city shown on tag) \_\_\_\_\_

on (Airline/Flight Number) \_\_\_\_\_

Final Destination \_\_\_\_\_

Was baggage rechecked and new tags issued?  Yes  No If yes, what airport \_\_\_\_\_

Was baggage seen there?  Yes  No \_\_\_\_\_

Was baggage available at customs?  Yes  No \_\_\_\_\_

If original routing was changed after starting trip  Yes  No If yes, please specify: \_\_\_\_\_

Was airline notified of loss immediately?  Yes  No If yes, at what office \_\_\_\_\_

Time \_\_\_\_\_

Date \_\_\_\_\_

By telephone or in person \_\_\_\_\_

If airline was not notified, state reason: \_\_\_\_\_


















Was the loss been reported to any other airline?  Yes  No If yes, to whom? \_\_\_\_\_

Any other relevant details \_\_\_\_\_

Traveling with:  Alone  Family  Group If Group, please specify name of group if have: \_\_\_\_\_

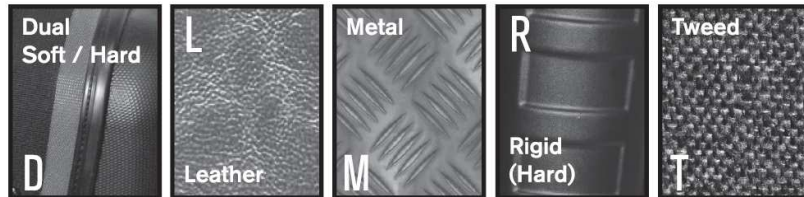


# BAGGAGE IDENTIFICATION CHART

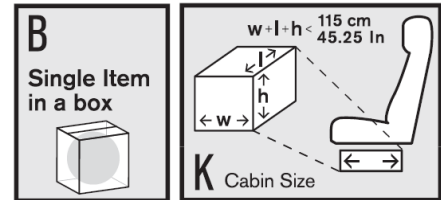
<p><b>01</b></p>  <p>Horizontal design Hard Shell</p>	<p><b>02</b></p>  <p>Upright design</p>	<p><b>03</b></p>  <p>Horizontal design suitcase – Non-expandable</p>	<p><b>05</b></p>  <p>Horizontal design suitcase - Expandable</p>
<p><b>06</b></p>  <p>Briefcase</p>	 <p><b>Closes without zippers Types 01-12</b></p>		<p><b>07</b></p>  <p>Document Case</p>
<p><b>08</b></p>  <p>Military Style Bag</p>	<p><b>09</b></p>  <p>Plastic/ Laundry Bag</p>	<p><b>10</b></p>  <p>Box (if Single Item use codes 01-99 with descriptive element B)</p>	<p><b>11</b></p>  <p>Storage Container</p>
<p><b>20</b></p>  <p>Garment Bag/ Suit Carrier</p>	<p><b>22</b></p>  <p>Upright design, Soft material</p>	<p><b>22D</b></p>  <p>Upright design, combined hard and soft material</p>	<p><b>22R</b></p>  <p>Upright design, hard material</p>
<p><b>23</b></p>  <p>Horizontal design suitcase</p>	 <p><b>Closes with zippers Types 20-29</b></p>		<p><b>25</b></p>  <p>Duffel/ Sport Bag</p>
<p><b>26</b></p>  <p>Lap Top/ Overnight bag</p>	<p><b>27</b></p>  <p>Expandable upright</p>	<p><b>28</b></p>  <p>Matted woven bag</p>	<p><b>29</b></p>  <p>Backpack/ Rucksack</p>

## DESCRIPTIVE ELEMENTS

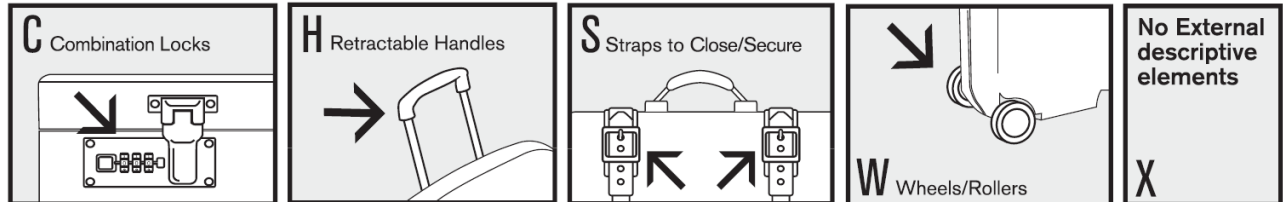
### Material Elements



### Basic Elements



### External Elements



## COLOR CODES

WT – White / Clear  
 GY – Grey / Silver / Aluminum  
 RD – Red / Maroon / Pink / Mauve / Burgundy  
 PR – Print / Pattern / Floral / Spotted / Tapestry / Stripe / Plaid  
 BE – Beige / Cream / Ivory  
 GN – Green / Olive / Jade

BK – Black  
 BU – Blue / Turquoise  
 YW – Yellow / Orange / Gold  
 PU – Purple / Violet / Lilac  
 BN – Brown / Tan / Taupe / Bronze / Copper  
 MC – Two or more solid colors, excluding trim

## MISCELLANEOUS ARTICLES – May have protective cover. Specify brand of article.

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| <p>50 Hat Box.<br/>         51 Courier Bag / Box / Package.<br/>         52 Trunk / Sample / Display case - often custom made (describe item).<br/>         53 Art or display portfolio.<br/>         54 Tube - without sporting equipment.<br/>         55 Duty-free articles - not covered or listed elsewhere (describe item).<br/>         56 Cosmetic / Beauty case, any style.<br/>         57 Kennel / Pet container.<br/>         58 Ice chest / Cooler bag.<br/>         59 Tool / Tackle box.<br/>         60 Fishing rod(s) / poles / sticks (with or without container).<br/>         61 Firearm(s).<br/>         62 Golf bag and/or clubs - specify colour and brand of golf bag, when available (describe item).<br/>         63 Bicycle and/or accessories (describe item).<br/>         64 Sleeping bag / bed roll / tent (describe item).<br/>         65 Surf Equipment (describe item, e.g. wind, kite, boogie, etc).<br/>         66 Skis and/or ski poles (with or without container), Nordic walking poles. Specify colour and brand of skis/poles - not the container.<br/>         67 Snow boards / other sledding devices (with or without container). Specify colour and brand of item - not the container.<br/>         68 Ski boots and/or boot bag. Specify colour and brand of boots, when available.<br/>         69 Sporting equipment not listed elsewhere (describe item).</p> | <p>71 Child / Infant car seat.<br/>         72 Child / Infant equipment not listed elsewhere (describe item e.g. infant carrier, playpen, crib).<br/>         73 Full size pram / baby carriage / jogger.<br/>         74 Umbrella stroller.<br/>         75 Wheeled sporting items (describe item e.g. skateboards, scooters, roller blades).<br/>         81 Audio / Video / Visual / Photo equipment (describe item), e.g. television, DVD, video players and games, multimedia, radio, tape/cassette/CD player, amplifier, speakers.<br/>         82 Computer / Computer equipment, e.g. computer monitor / keyboard / laptop computer / notebook computer / printer / computer game(s) / telephone / fax machine (describe item).<br/>         83 Electrical appliances (describe item).<br/>         85 All musical instruments (describe item).<br/>         89 Camping / Folding / Collapsible chair (describe item).<br/>         90 Baggage trolley.<br/>         92 Security removed items (describe item).<br/>         93 Shopping bag e.g. paper, straw, plastic, nylon.<br/>         94 Wheel chair, powered or manual and accessories (seat, wheel, etc.).<br/>         95 Orthopaedic devices other than wheelchairs and wheelchair accessories (seat, wheel, etc.).<br/>         96 Bedding bag may contain pillows, blankets, duvet etc.<br/>         97 Specialist dive bag / equipment.<br/>         98 Beach, patio, golf and rain umbrella (all umbrellas).<br/>         99 Article other than bag not appearing on this list (describe item).</p> |
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