

Dear passenger:

On behalf of Air Europa we ask you please to accept our apologies for the delay or loss of your luggage. We would also like to thank you because of the use of this document in order to submit your claim.

This document is divided into parts where you should add the requested documentation. We remind you in order to be able to process your claim, that it must be claimed by the passenger whose name is on the irregularity report opened at the airport, who must attach all the documentation and to respect deadlines and conditions.

Claim for First Necessity items, once you have your luggage.

- You should send us the requested documentation within 21 days from the reception of your luggage.
- The airport where you opened the PIR should not be located in your habitual residence providing for that purpose a Temporary Address in the PIR's opening.

Claim for luggage's total loss.

- Luggage is considered lost after 21 days of searching since the PIR's opening.
- After 48 hours since the luggage's loss, and before one week since the PIR's opening, you should send us a detailed inventory letter by email, in order to help us in your luggage's location with the content.
- Once received your claim, if your luggage had been located, the incident will be treated as if it were a First Necessity compensation.

Additional documentation requested:

- Detailed written complaint, signed by the passenger, indicating the concept and amount claimed.
- Inventory letter indicating all items included in your luggage, the economic value of each one and also a global estimated value of it.
- A copy of DNI or NIE (Spanish passengers and Community)
- A copy of passport (other passengers)
- Invoices in which the shop specifies the acquired articles.

E-mail Address:

cat.equipajes@cs.aireuropa.com

Kind Regards,

Air Europa Luggage Claim Service

PRIVACY. In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: delegadopd@aireuropa.com. In any situation, you have the right to file a complaint with the Spanish Data Protection Authority (www.agpd.es).

D01@01

DOCUMENT TYPE: Written claim detailing the economic value from luggage's content object by object, as a global valuation of it. If necessary, please print as many pages as you need to fill in the list. (Only in Total Loss cases).

PERSONAL DATA:

Name and surnames:				
Street:		Phone:		
Post Code/City:		Mobile:		
Country:		E-mail:		
ITEM	Quantity	Men/Ladies/ Children/Babies	Colour	Economic value/age
Example				
Trousers	1	child	red	25€ / 6 months
TOTAL AMOUNT CLAIMED				

Date:

Signature:

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D06@01

DOCUMENT TYPE: Passport/ID Copy (In First Necessity claims and also in Total loss claims).

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D05@01

DOCUMENT TYPE: Property Irregularity Report stamped by the airport (In First Necessity claims and also in Total loss claims).

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D03@01

DOCUMENT TYPE: Boarding pass (In First Necessity claims and also in Total loss claims).



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D04@01

DOCUMENT TYPE: Tag Number sticker (In First Necessity claims and also in Total loss claims).

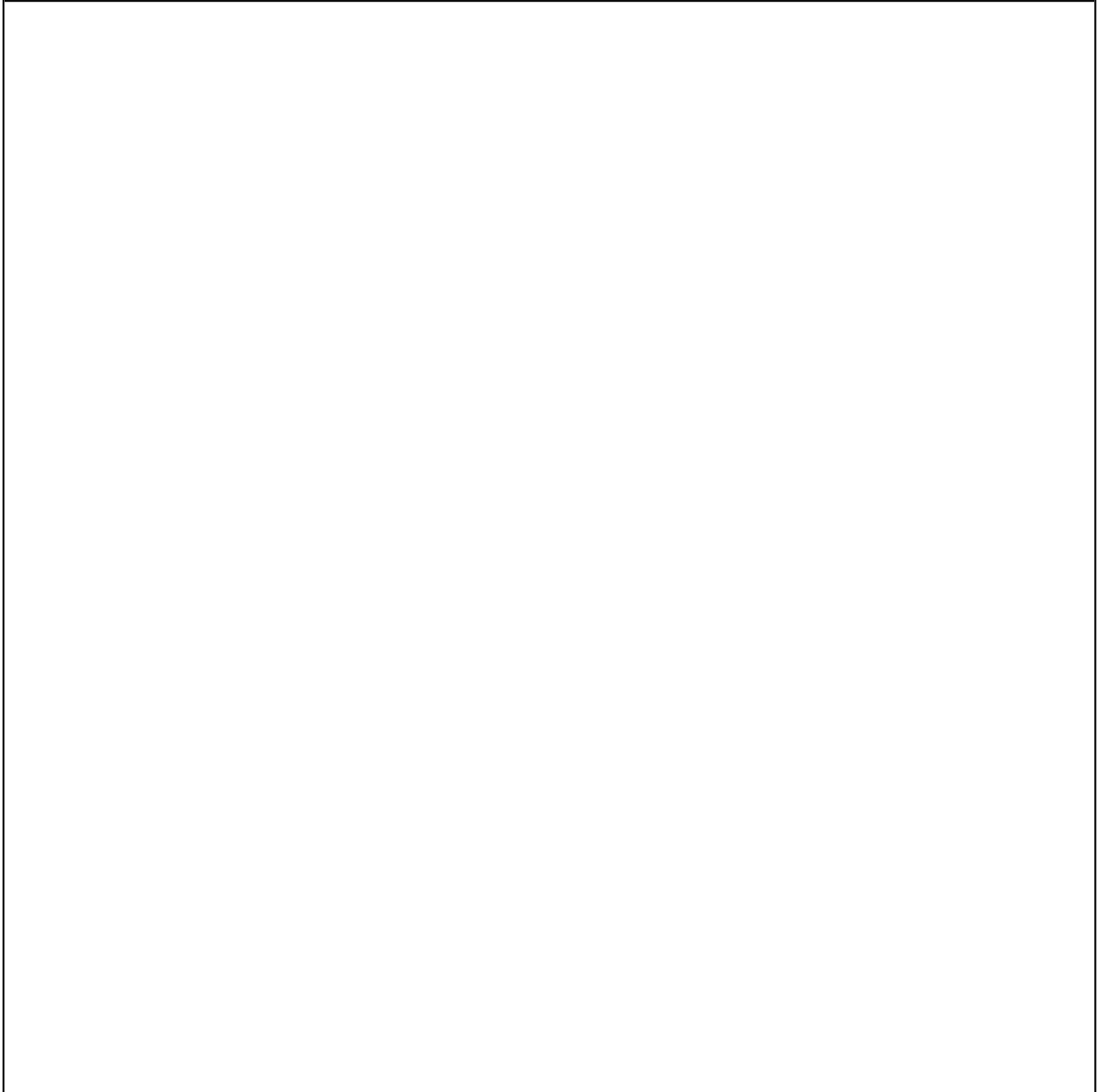


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D02@01

DOCUMENT TYPE: Flight ticket or proof of payment in cases of an electronic ticket (In First Necessity claims and also in Total loss claims).



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D07@01

DOCUMENT TYPE: Invoices from first necessity items because of your luggage's delay. If necessary, please print as many pages as you need depending on the number of invoices to be attached. (Only in First Necessity cases).

PERSONAL DATA:

Name and surnames:	
Street:	Phone:
Post Code/City:	Mobile:
Country:	E-mail:

ORIGINAL INVOICES FROM FIRST NECESSITY ITEMS:

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