**(Insert your name)**

**(Insert your address)**

**(Insert your postcode)**

**(Insert your telephone number)**

**(Insert date)**

**(Insert Airline Customer Service Manager or name if known)**

**(Insert Airline’s name)**

**(Insert Airline’s address)**

**(Insert Airline’s postcode)**

Dear (**Insert name if known or Sir/Madam)**

Subject: Complaint regarding lost luggage on flight **(insert flight number)**

I was travelling on flight **(insert flight number)** on **(insert date)** at **(insert time)**.

**(Insert a brief description of sequence of events and include details of any forms which you have already completed).**

I have enclosed a copy of the luggage receipts which I was provided with at check-in. I request compensation for the loss of my personal items under the terms of the Montreal Convention.

**(List the items and value of these, where possible include relevant receipts. Refer to Plane facts pg. 17 for compensation limits)**

I look forward to hearing from you and would welcome a response within 15 working days.

Yours sincerely

**(Insert signature)**

 **(Print name and Surname)**