



Information – Missing baggage

Dear passenger,

we are sorry that your baggage did not arrive at your travel destination as planned. For up-to-date information on the status of our search for your property, please visit our website www.austrian.com/baggage. In most cases baggage will be found and returned within 24 hours.

Should this not be the case, please fill in our “baggage questionnaire” on www.austrian.com/contentslist within the next three days and send it to:

AUSTRIAN AIRLINES
Central Baggage Tracing
Office Park 2, P.O. Box 100
1300 Airport Vienna
Austria
Fax: +43 5 1766 51009
E-mail: CentralBaggage.Tracing@austrian.com

If you have questions regarding a claim for damages or financial compensation, our Feedback Management Team will be happy to help. Please send the passenger receipt of the flight ticket, the original invoice, as well as the property irregularity report to:

AUSTRIAN AIRLINES
Feedback Management
P.O. Box 33
1300 Airport Vienna
Austria
Fax: +43 5 1766 51002
www.austrian.com/feedback

We will contact you as soon as your luggage has been found and arrange for its swift delivery.

Best regards,

Austrian Airlines