

Dear Guest,

If you wish to send a claim please fill in this form and send it along with any useful/relevant documentation via fax or e-mail to the Alitalia Customer Relations Office of your Country. You can check the local contacts on our web site at the section [http://www.alitalia.com/it\\_en/Informazioni-Supporto/supporto/index.html#customer\\_center](http://www.alitalia.com/it_en/Informazioni-Supporto/supporto/index.html#customer_center)

If you prefer, you can fill a web form on

[www.alitalia.com](http://www.alitalia.com)

Please remember that, for Club Freccia Alata and Freccia Alata Plus Guest, resident in Italy, dedicated channels are available.

We will take care of your request and reply to you under terms of law.

We would like to inform you that flight delays or disruptions, overbooking and downgrading events are governed by terms and conditions provided by the European Regulation 261/04 (except for specific national regulations for countries outside the E.C.), that establishes common rules on compensation and assistance to passengers by air carriers.

Any irregularity related to the delivery of your baggage must be reported immediately upon arrival at the airport to the Lost & Found office of the carrier who will issue a Property Irregularity Report (P.I.R.).

You can check the tracking status of your missing baggage through the web sites [www.alitalia.com](http://www.alitalia.com).

The tracking may take a maximum of 45 days. If your baggage is not found by this range of time, it will be declared definitely lost.

In any case, please forward to the carrier the present form duly signed along with your boarding pass, a copy of the Property Irregularity Report (P.I.R.) issued on arrival, a receipt of the excess baggage payment (if applied) and any other useful documentation for the settlement of your claim.

The liability limit for baggage disruption is regulated by:

- The Montreal Convention 1999
- The EC Reg. n° 2027/97 in replacement of EC Reg. n° 889/02
- The Italian Code of Navigation
- General Conditions of International Carriage

Any claim or request for reimbursement must be forwarded within the timelimits defined by the terms of law. We wish to inform you, that the carrier will handle any personal data or information in compliance with the Italian law n° 196/03; for this purpose please read carefully the information regarding the handling of your personal data\* and confirm your acceptance by signing the related section of this form.

For further information please visit our web site: [www.alitalia.com](http://www.alitalia.com)

Thank you for your cooperation.

Alitalia Società Aerea italiana S.p.A.

**\* NOTICE & CONSENT FOR THE PROCESSING OF PERSONAL/SENSITIVE DATA Leg. Dec. N° 196 of 30/06/2003**

Dear Sir/Madam,

We take this opportunity to inform you that the carrier Alitalia, as Data Controller under the provisions set forth by law, for the purpose of processing personal data, shall collect and process your personal and/or sensitive data in full compliance with the principles of fairness, lawfulness, transparency and protection of your privacy and rights.

We therefore ask for your acceptance to process your personal data, including any sensitive data, in order to process all the requests reported in this complaint form.

Your data shall be kept at the offices of Alitalia Società Aerea Italiana S.p.A., and only for the period of time strictly necessary to perform the requested service. We remind you that it is not mandatory to provide your personal data to Alitalia for the purposes set forth herein. However, your refusal to provide your personal data or approval for the processing shall preclude Alitalia Società Aerea Italiana S.p.A. from providing the requested service. Finally, you may contact the Data Controller and/or the Data Processor for the activities described in this Notice, at the registered office: Alitalia Società Aerea Italiana S.p.A. in Fiumicino (Roma), Via A. Nasseti, - Pa.l. NHQ s.n.c. - 00054 Fiumicino, Italy - at your convenience to exercise any of the rights afforded to you under article 7 of Legislative Decree 196/2003 n° 196.

PERSONAL DATA AND INFORMATION

Fields marked with \* are mandatory

Surname\*: \_\_\_\_\_

Name\*: \_\_\_\_\_

Address\*: \_\_\_\_\_

City/State\*: \_\_\_\_\_

ZIP\*: \_\_\_\_\_

Country\*: \_\_\_\_\_

Phone\*: Home \_\_\_\_\_ Office \_\_\_\_\_ Mobile \_\_\_\_\_

E-mail: \_\_\_\_\_

MilleMiglia Card Number: \_\_\_\_\_

MilleMiglia     Ulisse     Freccia Alata     Freccia Alata Plus

Flight Number \_\_\_\_\_ Flight Date \_\_\_\_\_ From/To \_\_\_\_\_

Delay     Cancellation     Overbooking     Baggage Loss     Baggage Damage

Delayed Delivery of Baggage     Baggage Pilferage     Disservice at Airport     Disservice On Board

Other \_\_\_\_\_

If necessary you may contact me by:  Phone     Fax     E-mail     Letter

PLEASE REPORT IN THE FOLLOWING SECTION THE REASON FOR CLAIM IN ORDER TO ALLOW US TO

PROPERLY EVALUATE THE EVENT

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

ACCEPTANCE OF HANDLING OF PERSONAL DATA

I have read all information on the handling of personal data. **I hereby accept** that the information I provided will be handled for the purpose of my request.

Date \_\_\_\_\_

Signature \_\_\_\_\_