

13. Have you filed a claim on your insurance policy pertaining to this incident? If so, is your policy full coverage or deductible based? (Please state deductible amount if any) Yes No Deductible Amount \$ _____

14. AMOUNT OF CLAIM (in US Dollars)

14A. PROPERTY DAMAGE: \$	14B. PERSONAL INJURY: \$	14C. TOTAL CLAIM: \$
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I CERTIFY THAT THE AMOUNT OF THE CLAIM COVERS ONLY DAMAGES AND/OR INJURIES AS A RESULT OF THE ABOVE DETAILED INCIDENT AND AGREE TO ACCEPT SAID AMOUNT IN FULL SATISFACTION AND FINAL SETTLEMENT OF THIS CLAIM.

15A. LEGAL SIGNATURE OF CLAIMANT _____	15B. DATE OF CLAIM _____
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INSTRUCTIONS

Any instructions or information necessary in the preparation of your claim will be furnished, upon request, by FirstLine. If claimant intends to file a claim for both personal injury and property damage, claim for both must be shown in sections 6, 7, and 8 of Claim Form (GO77).

The amount claimed should be substantiated by competent evidence as follows:

(a) In support of the claim for personal injury, the claimant should submit a written report by the attending physician, showing the nature and extent of injury, the nature and extent of treatment, the degree of permanent disability, if any, the prognosis, and the period of hospitalization, or incapacitation, attaching itemized bills for medical, hospital, or other expenses actually incurred.

(b) In support of claims for damage to property which has been or can be economically repaired, the claimant should submit at least two (2) itemized signed statements or estimates by reliable, disinterested concerns, or, if payment has been made, the itemized signed receipts evidencing payment.

(c) In support of claims for damage of property which is not economically repairable, or if the property is lost/stolen or destroyed, the claimant should submit statements as to the original cost of the property, the date of purchase, and the value of the property, both before and after the accident. Such statements should be by disinterested competent persons, preferably reputable dealers or officials familiar with the type of property damage, or by two or more competitive bidders, and should be certified as being just and correct.

(d) Proof of air travel and complete travel itinerary (copy of ticket or boarding pass)

(e) Notice of Inspection (NOI) that was provided in your checked baggage (if applicable)

(f) The general tort statute of limitations for property damage or personal injury is :

- five (5) years according to MO. REV STAT. § 516.120(4)

Failure to specify a **sum certain** in Section 14 of Claim Form (GO77) will result in invalid presentation of your claim and may result in the delay of a claim decision. If all information is received thoroughly and completely, claim resolution should be within sixty (60) days after being presented to the appropriate department, with the exception of extraordinary circumstances.

IN ORDER TO EXPEDITE YOUR CLAIM, CLAIMANTS SHOULD INCLUDE THE FOLLOWING ITEMS WITH THEIR CLAIM FORM (GO77):

- Proof of air travel and complete travel itinerary
- Boarding Passes, Baggage Tags on date of loss
- Notice of Inspection (NOI) in checked luggage (if applicable to your claim)
- Purchase receipt of the ORIGINAL item lost or damaged. (If unavailable, credit card statements, bank statements, or sworn notarized statements)
- Repair Estimates - obtain 2 or more statements from the certified appraisers
- If not economically repairable - obtain 2 or more written statement from disinterested concerns (i.e. repair shop)
- Replacement estimates - 2 or more statements from certified appraisers
- Photographs of lost/damaged items (past or present)
- Police, Witness, or Incident Reports (if applicable)
- Air Carrier/Other company claim reports
- Other documentation to support the claim
- Avoid using acronyms (do not use MCI for Kansas City International Airport)
- Fill out the claim form completely (Blanks and/or omission of information may be cause for denial or delay the processing of your claim)
- Submit a claim immediately. Delay in filing a claim can make gathering information difficult and inaccurate.
- A claim must have a full legal signature in order to be processed

_____ Please initial. I acknowledge that I have read and understand the instructions regarding filing a claim for damages.

initial

