



**Baggage Claims Office**  
**ABC Airline**  
1234 Main Street  
Philadelphia, PA. 12345-123  
**Tel:** +1 215-111-2222  
**Email:** abcbaggageclaims@abcairline.com

**Case number: XXXXX**  
**OUR REFERENCE: Delayed Baggage Report Number XXXXX**  
**Passenger name: XXXXX**

August, 15, 2018

TO WHOM IT MAY CONCERN:

This will confirm that checked baggage belonging to XXXXXX was not available on arrival in Philadelphia on August 4, 2018. XXXXXX traveled ABC Airline Flight ABC8980 from Chicago to Philadelphia and reported one checked bag missing on arrival in Philadelphia. Our records indicate that the delayed baggage was set up for delivery on August 5, 2018 at 17:19 EST.

No compensation was issued to the passenger in connection with the above referenced claim.

If you require any additional information, please contact us quoting our reference number.

Sincerely,

Baggage Claims Representative