Dear Claimant,

We apologize for any inconvenience this claim has caused. We will make every effort to resolve this claim within 30 days after it is received by our Cargo Network Support team. Liability is based on the “Conditions of Contract” as stated online at www.alaskacargo.com.

1. In order to expedite resolution of your claim, please follow the guidelines listed below:
   a. Print the claim form.
   b. Please type or print legibly.
   c. Complete the claim form in full.
   d. Only the shipper, consignee or third-party billing representative as shown on the air waybill may file a claim.
   e. Indicate the initial notice date on the form, which is the date the cargo agent or authorized representative was first informed of the loss or damage.
   f. The claimant must hold all damaged goods intact until our investigation has been concluded. For perishables, please call a representative of the Cargo Network Support team at (800) 225-2752, option 4.

Note: We recommend that any exceptions be noted on the Delivery Receipt by the cargo agent or our authorized representative at the time of delivery to the consignee.

2. Include any supporting documents with the claim form, such as:
   a. A clear copy of the air waybill, if available
   b. A legible copy of the original purchase receipt(s) or invoice(s) for the goods being claimed
   c. A copy of the repair estimate, if applicable
   d. Any additional documents or photographs relevant to the goods being claimed

When the claim form is completed and all supporting documents are obtained, we suggest you make copies for your records. Send the originals by U.S. Mail or fax to:

   Cargo Network Support
   SEAFZ
   P.O. Box 68900
   Seattle WA 98168-0900

   Fax: (206) 260-9144
   Email: ccsupport.claims@alaskaair.com

Please contact us if you have any questions or concerns.

Sincerely,

Cargo Network Support
(800) 225-2752, option 4

www.alaskacargo.com

April, 2018