

FILE REF No. _____ OU _____

Poštovani putniče,
Ispričavamo se zbog neregularnosti u prijevozu Vaše prtljage i neugodnosti koje su time nastale. Ako ni nakon 5 dana niste dobili Vašu prtljagu, molimo Vas da, radi daljnjeg traganja, popunite ovaj obrazac i pošaljete ga na sljedeću adresu:

Dear passenger,
Please accept our sincere apologies for your baggage irregularity and any resulting inconvenience. If you don't receive any information from us within 5 days, please complete this form and send it for further tracing to the following address:

CROATIA AIRLINES
Centralna služba traganja
Aerodrom Zagreb
10150 ZAGREB
HRVATSKA

CROATIA AIRLINES
Central Baggage Tracing Department
Zagreb Airport
10150 ZAGREB
CROATIA

Tel: +385/1/6164564; +385/1/6164562

Fax: +385/1/6265192

E-mail: tracing.hdq@croatiaairlines.hr

Molimo koristite tiskana slova / Please use capital lettersIme i prezime/
First and family name _____Stalna adresa/
Permanent address _____Broj telefona/ Kod kuće/ Na poslu/
Telephone No. Private Business _____

E-mail: _____

Jeste li gubitak već negdje prijavili/ Datum prijave gubitka prtljage/
Have you already reported the loss Date of the reported loss _____

Kod kojeg prevozioca?/With which Airline? _____

Opis neprispjele prtljage/Description of the missing bag

Boja/Colour	Materijal/Material	Proizvođač/Manufacturer	Težina/Weight
_____	_____	_____	_____

Posebne oznake na prtljazi/Special markings on the bag _____

Datum kupnje/Purchase date _____ Cijena/Price _____

Dali je prtljaga obilježena Vašim imenom, prezimenom i adresom?/Is your baggage name-labeled with address? _____

Ako da, kojom?/If so, with which? _____

Gdje ste posljednji put vidjeli prtljagu?/Where have you last seen your luggage? _____

Molimo Vas da priložite kopiju Vaše putne karte i prtljažnog privjeska, te kopiju prijave gubitka/
Please attach a copy of your passenger ticket, baggage label and a copy of the claim report

Puni naziv Vaše banke i adresa/
Full name of your bank and address _____

Potpuni broj kunskog računa/Bank account No.(IBAN/ABA/routing number) _____

POPIS SADRŽAJA / INVENTORY LIST

Molimo posebni obrazac za svaki komad izgubljene prtljage/Please submit a separate form for each missing bag

Količina/ No.items	Opis stvari: vrsta / materijal / boja / proizvođač	Kupljeno godine/ Purchased	Cijena/ Price
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Primjer/Example:

1 par/pair	Muške smeđe cipele Astra broj 44 / Brown male shoes Cerutti size 44	1996.	120 EUR
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Potvrđujem da su navedeni podaci istiniti i potpuni/
I hereby declare that this information is true and complete

Potpis/Signature

Datum/Date