



Additional Instructions for the SF-95 Claims Form

In order for a claim to be processed it must have these 5 items (called facial sufficiency)

1. The claim must be SUM CERTAIN

This means that an exact U.S. Dollar Amount must be entered in box 12d.

Example would be: \$5.77

2. The claim must have a SPECIFIC DATE

This means there must be a specific date of incidence.

If events happen over several days, a separate claim form should be submitted for each day/date

Example: Monday, February 10th, 2003 or Monday 02/10/2003 (MM/DD/YYYY)

3. The claim must name a SPECIFIC LOCATION

This means that the incident should have a specific place that it happened.

Examples: The Checkpoint at ICT Airport,
Terminal 3 Lane 5 Checkpoint at Chicago O'Hare Airport
Check Baggage across from Delta Airlines at ILM Airport

4. It must have a STATEMENT OF FACT

In other words, be as detailed as possible. Instead of saying Flight 1234, Say "American Airlines flight 1234 from Myrtle Beach to Chicago O'Hare" or "AA flight 1234 from MYR to ORD". The more accurate and detailed the description, the faster an investigation and determination shall be. Be sure to remember names, places, and events. Avoid non factual or assumptions, they can actually hinder the investigation and may delay your claim.

5. A claim must have a SIGNATURE

Without a full legal signature (preferably in blue ink), even the most accurate and detailed claim is not sufficient

10 useful hints

To speed the process of your claim, the following should be included with your claim:

1. Purchase receipt of the ORIGINAL item lost or damaged. (If unavailable credit card statements, bank statements, or sworn written statement)
2. Boarding Passes
3. Repair Estimates (if unable to repair a statement from the estimator)
4. Replacement Estimates
5. Photographs of lost/damaged items (past or present)
6. Police, Witness, or Incident Reports (if applicable)
7. Airline/Other company claim reports
8. Avoid incorrect acronyms (do not use DIA for Denver Int'l airport)
9. Fill out the claim form completely (front and back). Blanks may delay your claim
10. Submit a claim immediately. Delay in filing a claim can make gathering information difficult or inaccurate

Thank You for Using AirSafe.com

Thanks for being part of the AirSafe.com audience. Feel free to use these additional resources.

Web site – www.airsafe.com - The site features extensive information about airline safety and security, as well as other information of interest to the airline community.

Airport Security – tsa.airsafe.org – Before your next flight, visit AirSafe.com to review common airport security policies to find out what's allowed and what's not allowed on the aircraft.

Podcast – podcast.airsafe.org - The Conversation at AirSafe.com podcast highlights current airline safety and security issues of high interest. Available on iTunes and other major podcast providers.

Videos – video.airsafe.org - Featuring the videos from the Conversation at AirSafe.com podcast, this will take you directly to the AirSafe.com channel on YouTube, where you can review or comment on the most popular videos from the site.

Newsletter – airsafenews.com - All the latest AirSafe.com news, including notices of new podcasts and other items of interest.

Crash Videos – planecrashes.blogspot.com - This is AirSafe.com's collection selected crash videos from around the world, including crashes from airlines, military units, and private aircraft.

Celebrity Plane Crashes – celebrity.airsafe.org - This is AirSafe.com's collection selected crash videos from around the world, including crashes from airlines, military units, and private aircraft.

Fear of Flying Resources – fear.airsafe.org - Basic background information about fear of flying and suggestions about how a passenger can deal with the fear.

Free Downloads

Feel free to download the following resources from Todd Curtis and AirSafe.com:

Parenting and the Internet – Published in 2007, this is a practical how-to manual on managing online children. Document includes additional resources for parents.
<http://www.airsafe.com/downloads/pati.pdf>

AirSafe.com Podcasting Manual – This step-by-step guide gives any organization, from a middle school to corporations, the foundation to create an audio or video podcast, put that podcast on iTunes, YouTube and elsewhere, and to do so without spending much money.
<http://www.airsafe.com/classes/airsafe-podcasting-manual-draft.pdf>

Feedback

Send your comments and questions by phone at 206-300-8727, using the feedback form at feedback.airsafe.org, or by email at tcurtis@airsafe.com