



BagAssist

**FOR CUSTOMER SERVICE AND CLAIMS
INQUIRIES CALL:**

(800) 493-5197

**PARA ASISTENCIA EN ESPANOL, FAVOR DE
LLAMAR AL:**

(800) 318-0179

Baggage Tracking Assistance Service and Pledge

Throughout this Agreement, the words "You" and "Your" refer to the individual(s) shown on the confirmation of benefits. The words "We", "Us" and "Our" refer to Customized Services Administrators, Inc., doing business as CSA Travel Protection, who provides this service and administers claims. Please refer to the Definitions section of this agreement for other words that have special meanings. Please read this entire document carefully to determine Your rights, duties and what is and is not provided.

Description of Services

Subject to the terms and conditions of this agreement, We will assist You in the event that Your Baggage is lost or misplaced by an Airline. Our assistance is limited to:

1. Identifying the location of Your Baggage.
2. Monitoring the Airline's progress in re-routing Your Baggage to Your destination.
3. Informing You of the Airline's progress in re-routing Your Baggage to Your destination.

Service Pledge

In the event that Your Baggage is not delivered to the airport at Your destination within 96 hours of the actual arrival time of Your flight, We will pay You the service pledge shown on Your confirmation of benefits.

Eligibility and Effective Dates

Service will be provided for You and Your traveling companions who are booked to accompany You on the same air flight itinerary as Yours, provided the required service fee has been received by Us or Our authorized agent prior to checking Your Baggage with the Airline.

Your Enrollment must include accurate travel information. Any false or inaccurate information may disable Us from providing this service or disqualify You from the service pledge payment. Your Enrollment and the service fee must be received by Us or Our authorized agent before the departure of Your flight.

You and Your traveling companions are eligible provided You are resident(s) of the United States of America, or a non-resident who has purchased this service in the United States of America.

Eligibility for this service begins when You check Your Baggage with an Airline on the flight which You declared to Us on Your Enrollment. This service is activated when You report lost or misplaced checked Baggage to Us.

The Airline and confirmation numbers of Your flights must match the Baggage tag numbers issued when You checked Your Baggage. The Baggage Claim File Reference Number must include this information as verified by the Airline.

Eligibility for this service terminates when Your Baggage is retrieved by or returned to You.

How to Report Lost or Misplaced Baggage

Our Baggage Tracking Assistance service will help You identify the status and location of Your Baggage if it is lost or misplaced by the Airline, or an intermediary acting on the Airline's or airport's behalf, during Your trip.

If Your Baggage is lost or misplaced, please report it to the Airline within 24 hours of your arrival at your destination.

After You complete a Lost Baggage Claim Form, the Airline will provide You with a Baggage Claim File Reference Number. Please report it to Us within 24 hours of your arrival at your destination.

In order to assist You, We will ask for this information when You contact Us:

1. Your plan number shown on the confirmation of benefits.
2. The name of the Airline and Your flight confirmation number(s).
3. The Baggage ticket number(s) provided to You when You checked Your Baggage with the Airline prior to departure.
4. The Baggage Claim File Reference Number(s).

Upon notice of Your lost or misplaced Baggage, We will identify and inform You of the location and status of Your Baggage.

Please ensure Your name, address, flight information and Baggage details are correct. In case of any changes, please notify Us as soon as possible so We can update Your claim file accordingly.

Customer Service and Claims Department at 800-493-5197.

Definitions

Airline means any air conveyance, with scheduled and published departure and arrival times, operated under a license for the transportation of Passengers for hire.

Baggage means luggage and other personal property transported with You on Your trip and released to an Airline as checked Baggage.

Baggage Claim File Reference Number means the number that the Airline gives You when You report a lost or misplaced bag

Enrollment means all of the information provided by You to Us when You purchased this service.

Lost Baggage Claim Form means the document that You complete and provide to the Airline when You report Your Lost or Misplaced Baggage to them.

Lost or Misplaced Baggage means Your Baggage that has been misdirected, misplaced, or the location of which can not be identified by the Airline, an airport, or any third party acting on their behalf.

Passenger means You and a person who, during the Trip, will accompany You and travel on the same air flights itinerary.

Terms and Conditions

Choice of Law: The interpretation of this service agreement is governed by the laws of the State of California, and any dispute between You and Us shall be finally resolved by the Courts of the State of California.

Entire Agreement: This document constitutes the entire agreement between Us and You, and supersedes all previous understandings and agreements, whether oral or written. The terms of this agreement may not be altered, varied, or modified in any way except as in writing by Us.

Cancellation:

1. You may cancel this service agreement prior to the date and time of the departure of Your outbound Airline flight. You may cancel this service agreement prior to the date and time that You check your Baggage on Your outbound Airline flight. If You timely cancel this Agreement, the service fee will be refunded to You.
2. We have no unilateral right to cancel this service after it becomes effective.

Concealment or Fraud: We will not provide this service if You have intentionally concealed or misrepresented any material fact or circumstance relating to this agreement.

Duplicate Service Agreements: You may be covered under only one service agreement with Us for each trip for each checked Baggage item. Regardless of the number of service agreements purchased, the service pledge limit is the most we will pay per person per checked baggage item. Should there be duplicate service agreements covering the same checked baggage item(s), We will pay the larger pledge limit. Service fees paid for the duplicate plan that does not remain in effect will be refunded.

Transfer of Your Rights and Duties Under this Agreement: Your rights and duties may not be transferred without our written consent except: 1) in the case of death of You , or 2) at our option, We will honor an assignment of rights if a properly executed assignment of rights has been filed with Us.

Enforceability: If any portion or provision of this Agreement is declared illegal or unenforceable by a court of competent jurisdiction, the remainder of this Agreement shall remain in effect and shall be valid and enforceable to the fullest extent permitted by law.

Exclusions

This Baggage Tracking Assistance Service Agreement and Pledge do not apply to:

1. Baggage that is not checked with the Airline prior to Your departure.
2. Baggage that does not have a Baggage ticket number issued by the Airline.
3. Lost or Misplaced Baggage that does not have a Baggage Claim File Reference Number issued by the Airline(s) that handled Your Baggage and provided to You when You informed the Airline of Your Lost or Misplaced Baggage.
4. Your failure to recheck Your Baggage when making connections between domestic and international air travel, if You are instructed to do so by the Airline.
5. Failure to report your Lost or Misplaced Baggage to the Airline within 24 hours of your arrival at your destination.

6. Failure to report your Lost or Misplaced Baggage and associated Baggage Claim File Reference Number(s) to Us within 24 hours of your arrival at your destination.
7. Lost or Misplaced Baggage that has been retrieved by or returned to You within 96 hours from the time of Your arrival at the destination of Your flight(s).
8. Your failure to provide Us with accurate and complete information in Your Enrollment, or at any time when We are providing this service or evaluating Your eligibility for the Service Pledge payment.
9. Damage to or theft of any Baggage items or their contents at any time.
10. Baggage that is checked with an Airline that is not a member of the World Tracer service.