



**DEPARTMENT OF THE AIR FORCE
721ST AERIAL PORT SQUADRON (AMC)**

Capt John A. De Laura
Flight Commander, Passenger Service
721st Aerial Port Squadron
Unit 3295
APO, AE 09094-3295

Dear AMC Passenger,


We regret any inconvenience caused by your baggage being mishandled while traveling with Air Mobility Command (AMC). Every effort will be made to locate and return your baggage as expeditiously as possible. Below is a summary of the mishandled baggage process.

Our lost and found baggage personnel will immediately contact our Baggage Service Center (BSC) and other stations to locate your baggage. You will be contacted within 24 hours to provide a status report. If your bag has not been located within 5 working days of the reported loss, your case file will be forwarded to the BSC. Within 3 workdays of receiving your case file, the BSC will dispatch a letter informing you of actions taken and ask you if you received your baggage.

After you respond to the letter, BSC will take one of the following courses of action. If your baggage was mishandled while traveling on a commercial flight, BSC furnishes the appropriate airline with correspondence concerning your case and starts the claims action with the airline. If your baggage was mishandled while traveling on a military aircraft, you will receive a release form, a copy of your case file and instructions from the BSC to contact the local Military Claims Office. The BSC representatives will monitor all reimbursements made in the event that lost baggage is located.

If we can be of further assistance, or if you have any more information that would help us with our search, please don't hesitate to call. We can be reached at DSN 314-479-4717 or commercial 49-q371-46-4717, or via email at 721aps.trplostbaggage@us.af.mil between the hours of 0600-2300 Monday-Friday (collect calls will be accepted). The BSC can be reached at DSN 312-673-2895, 1-800-851-5761 (toll-free within the continental United States), or commercial 1-843-963-2895 between the hours of 0600-2200 Eastern Standard Time (EST).

Sincerely,



JOHN A. DE LAURA, Capt, USAF
Flight Commander, Passenger Service

PRIVACY ACT STATEMENT

Information used to develop this letter is subject to the Privacy Act of 1974