

BAGGAGE ASSISTANCE AND REPORTING GUIDE KLIA TERMINAL 1

REPORT YOUR BAGGAGE ISSUE BEFORE LEAVING THE BAGGAGE RECLAIM AREA

-  Identify the ground handler appointed by your airline
-  Proceed to the relevant baggage assistance counter / office
-  Report the baggage issue
-  Obtain the Property Irregularity Report (PIR) and reference number
-  Take photographs if the baggage is damaged
-  Retain the boarding pass, baggage tag, ticket and relevant receipts

WHO HANDLES YOUR BAGGAGE AT KLIA TERMINAL 1?

Baggage assistance at KLIA Terminal 1 is provided by the following ground handlers on behalf of the airlines they serve.

AeroDarat

Handles baggage services for 26 airlines

[SEE PAGE 2](#)

POS Aviation

Handles baggage services for 23 airlines

[SEE PAGE 3](#)

GTR
A SATS COMPANY

Handles baggage services for 8 airlines

[SEE PAGE 4](#)

Batik air

Handles baggage services for 3 airlines

[SEE PAGE 5](#)



The airline remains responsible for managing and responding to your baggage issue.

DOCUMENTS REQUIRED

-  Passport / IC
-  Baggage Tag Number
-  PIR and relevant receipts
-  Boarding Pass / Ticket
-  Photo of Baggage (If Applicable)

LOCATION



INTERNATIONAL ARRIVAL

Proceed towards Carousel J. The International Baggage Services Counter is located beside Carousel J in the Arrival Hall.



DOMESTIC ARRIVAL

Proceed towards Carousel L. The Domestic Baggage Services Counter is located before Carousel L.

MALAYSIAN CARRIER



AIRLINES COVERED



OPERATING HOURS

DAILY
7.00am – 11.00pm

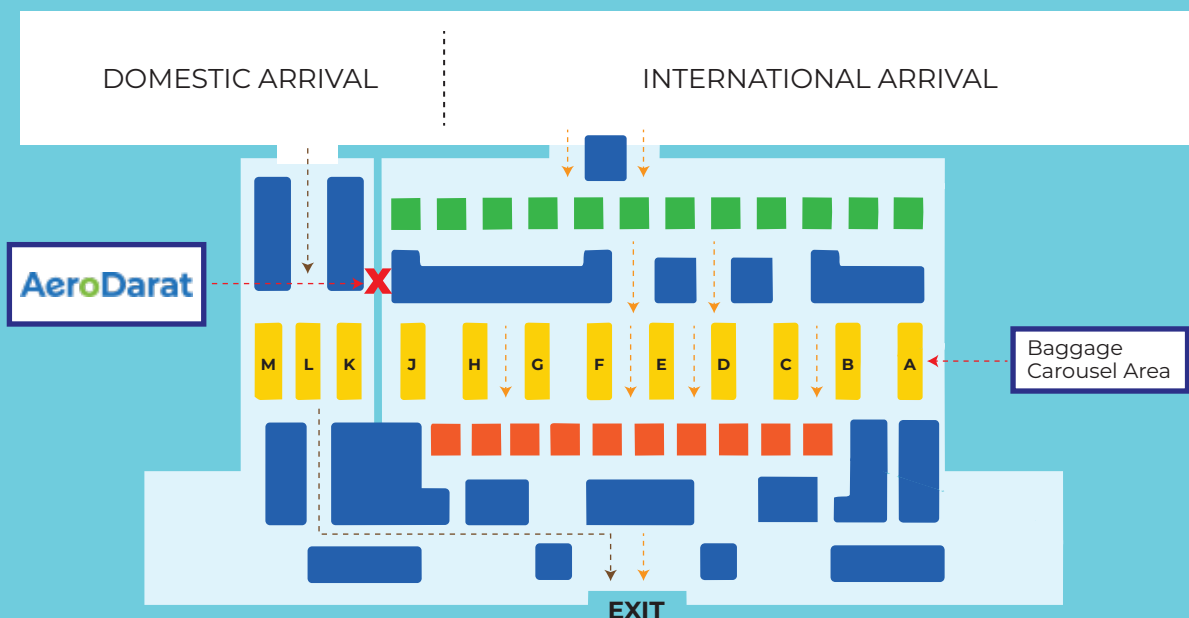


CONTACT DETAILS

PHONE
+603 8777 2288
E-MAIL
mhlbags@malaysiaairlines.com

TERMINAL 1
LEVEL 3

BAGGAGE RECLAIM AREA MAP



LOCATION



INTERNATIONAL ARRIVAL

The baggage services office is located in front of Carousel C.



OPERATING HOURS

DAILY
12.00am – 12.00pm



CONTACT DETAILS

PHONE
+603 8776 5772 / 5773
E-MAIL
baggageservices@pos.com.my

MALAYSIAN CARRIER



AIRLINES COVERED

AERO DILI

AirArabia

ANA

CATHAY

Ethiopian
የኢትዮጵያ

Garuda Indonesia

HIMALAYA
AIRLINES

JUNEYAO AIR

MAI
Malaysian Airway International
Modern Comfort & Gentle Tradition

OMAN AIR
الطيران العماني

PAKISTAN
International Airlines

Philippine Airlines

QATAR
الخطوط الجوية القطرية

RIYADH AIR
طيران الرياض

ROYAL BRUNE
AIRLINES

深圳航空
Shenzhen Airlines

Srilankan
Airlines

STARLUX
星宇航空

THAI

TransNusa
MEMBER OF Garuda Indonesia

TURKISH
AIRLINES

UZBEKISTAN
airways

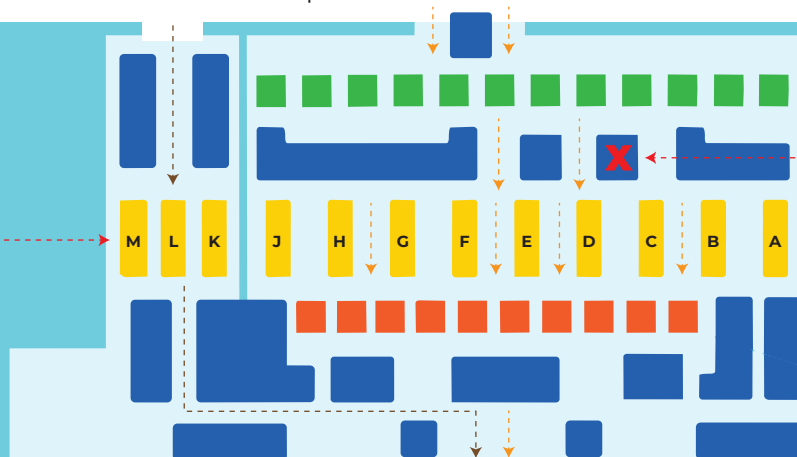
TERMINAL 1
LEVEL 3

BAGGAGE RECLAIM AREA MAP

DOMESTIC ARRIVAL

INTERNATIONAL ARRIVAL

Baggage
Carousel Area



EXIT

POS Aviation

LOCATION



INTERNATIONAL ARRIVAL

The baggage services counter is located behind Carousel B.



OPERATING HOURS

DAILY
12.00am – 12.00pm



CONTACT DETAILS

PHONE
+603 8776 5030 / 012 356 6359
E-MAIL
foca_kul_cbto@groundteamred.

AIRLINES COVERED



TERMINAL 1

LEVEL 3

BAGGAGE RECLAIM AREA MAP

DOMESTIC ARRIVAL

INTERNATIONAL ARRIVAL

Baggage
Carousel Area



WHAT HAPPENS NEXT?



DELAYED BAGGAGE

Keep your PIR. The airline will trace your baggage and contact you when it is found.



DAMAGED BAGGAGE

Keep your PIR. The airline will assess the damage and advise the next steps.



LOST BAGGAGE

Keep your PIR. If your baggage is not found after 21 days, the airline will advise you on the claim process.



LOCATION



INTERNATIONAL ARRIVAL

The baggage services counter is located beside Carousel A.



OPERATING HOURS

DAILY
4.00am – 12.00am



CONTACT DETAILS

PHONE
+6010 2888 741
E-MAIL
Baggage.queries@batikair.com.

AIRLINES COVERED



TERMINAL 1

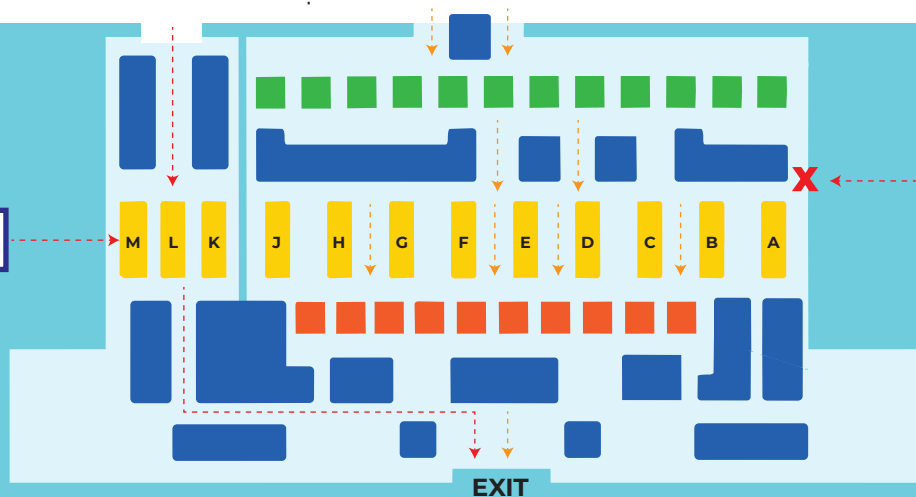
LEVEL 3

BAGGAGE RECLAIM AREA MAP

DOMESTIC ARRIVAL

INTERNATIONAL ARRIVAL

Baggage
Carousel Area



EXIT

NEED FURTHER ASSISTANCE?

If your baggage complaint remains unresolved after you have completed the airline's complaint process, or if the airline has not responded within 30 days, you may escalate the complaint to CAAM through FlySmart.

Follow these steps :



Ensure you have completed the airline's complaint process



Prepare your documents (PIR, airline correspondence, receipts, baggage tag, etc)

FlySmart

Scan QR code to submit the complaint

