



2100 East 26th Street
Minneapolis, MN 55404

Date: _____

Dear Jefferson Lines Customer,

We apologize for the inconvenience caused by your delayed baggage and are committed to resolve the issue as quickly as possible. Delayed baggage generally arrives on the next incoming bus from the direction from which you arrived but the baggage tracing process will begin prior to that arrival. The local agency will immediately enter a baggage tracer on your behalf and start the tracing process by telephone or email. If the delayed baggage has not arrived after 48 hours the completed baggage claim form will be forwarded to the Jefferson Lines Baggage Tracing Department where they will assist the agent in locating your baggage. We will provide you with updates as they occur.

We apologize for your inconvenience and are committed to resolving this issue as quickly as possible.

Thank you.

Jefferson Lines Customer Care

Local Agency telephone number

Contact

Jefferson Lines Baggage Tracing Department

888-465-1532

baggage@jeffersonlines.com