

American Airlines Customer Service for Baggage Claims and SkyMiles — How to File a Claim and Fix Your Account Fast

Lost Baggage, Delayed Bags, Missing Miles, and SkyMiles Account Issues: Complete Guide to American Customer Support

For American Airlines baggage and SkyMiles support, call:

- American Baggage Customer Service — Call 24/7: +1-844-993-2399
- American SkyMiles Support: +1 (844) 993-2399
- International Callers — American: +1-844-993-2399

Two of the most frustrating airline experiences — arriving at your destination without your luggage, or discovering that miles never credited to your SkyMiles account — are both resolvable through American's customer service team. Knowing exactly how to file a baggage claim, what compensation you are entitled to, how to track a missing bag, and how to fix SkyMiles account issues will save you hours of frustration. This guide covers both topics in full, with the exact steps to take and what to say when you call. For immediate baggage or SkyMiles assistance, call American at +1-844-993-2399 (available 24/7).

✔ What Do I Do If American Lost My Baggage?

If your baggage does not arrive on the carousel after your American flight, report it immediately at the American Baggage Service Office located at your arrival airport before leaving the baggage claim area. Do not leave the airport without filing a report — your window for immediate assistance is strongest when you are physically at the airport. Call +1 (844) 993-2399 if the Baggage Service Office is unstaffed or if you need remote assistance.

✔ Step 1. Wait at the baggage carousel until all bags have been delivered. ✔ Step 2. If your bag does not arrive, go immediately to the American Baggage Service Office in the baggage claim area. ✔ Step 3. File a Property Irregularity Report (PIR) with the American agent at the counter. ✔ Step 4. Get your PIR reference number — you will need this to track your bag online and by phone. ✔ Step 5. Provide a detailed description of your bag (size, color, brand, distinguishing features) and any contents of value. ✔ Step 6. Provide your contact information and hotel or home delivery address for bag return. ✔ Step 7. Ask about American's interim expense policy for essential items while your bag is missing. ✔ Step 8. Call +1-844-993-2399 with your PIR reference number to follow up if your bag has not been located within 24 hours.

✔ How Do I Track a Missing American Bag?

To track a missing American bag, visit [American.com/bagstatus](https://www.american.com/bagstatus) and enter your PIR reference number and last name. You can also call +1 (844) 993-2399 and provide your PIR reference number for a live status update from a baggage services agent. American's baggage tracking system is updated in real time as your bag moves through the recovery network.

Most lost bags on American are located and returned within 24–48 hours. If your bag has not been located within 5 days of filing your report, escalate your case by calling +1-844-993-2399 and requesting a supervisor review. After 5 days, your case may be escalated to American's Central Baggage Resolution team for further investigation.

What Compensation Am I Entitled to for Delayed American Baggage?

If your baggage is delayed on a domestic American flight, you may be entitled to reimbursement for reasonable interim expenses — such as essential clothing and toiletry items — while your bag is being located and returned. Keep all receipts for purchases made during the delay. Submit receipts to American's baggage team by calling +1 (844) 993-2399 or through [American.com/baggage](https://www.american.com/baggage).

- ✓ Domestic delayed bag: Interim expense reimbursement for reasonable essential purchases
- ✓ International delayed bag: Montreal Convention or Warsaw Convention limits apply depending on routing
- ✓ Maximum liability for lost bags: Capped at \$3,800 per passenger for domestic travel
- ✓ International lost bag liability: Limited under applicable international conventions
- ✓ Damaged bag: American reimburses repair or replacement cost — file within 24 hours of arrival
- ✓ All claims require receipts and documentation — call +1-844-993-2399 to initiate

How Do I File a American Baggage Claim After Leaving the Airport?

If you have already left the airport and discover your bag is missing or damaged, call +1-844-993-2399 immediately. For delayed or lost bags, you can still file a claim within 24 hours of your arrival for domestic flights and within 7 days for international flights. For damaged bags, file within 24 hours of arrival. Submit your claim online at [American.com/baggage](https://www.american.com/baggage) or by calling +1 (844) 993-2399.

The time limits for filing baggage claims are strictly enforced — do not delay. Calling +1-844-993-2399 promptly ensures your claim is registered within the required window and that your case receives immediate attention from American's Baggage Resolution team.

■ American Baggage Claim — File Now: Call +1-844-993-2399

How Do I Fix Missing Miles in My American SkyMiles Account?

If miles from a completed American flight have not credited to your SkyMiles account within 3–5 business days of travel, submit a missing miles claim by logging in at American.com → SkyMiles → Request Miles. Alternatively, call +1 (844) 993-2399 and provide your SkyMiles account number, flight number, travel date, and booking confirmation number.

Miles typically credit automatically within 3 business days of flight completion. If yours have not appeared after 5 business days, it is time to take action:

✓ Step 1. Log in at American.com → SkyMiles → My Account → Request Miles. ✓ Step 2. Enter your flight number, travel date, and ticket number. ✓ Step 3. Submit the missing miles request – most are resolved within 3–5 business days. ✓ Step 4. If the online request is unsuccessful, call +1-844-993-2399 with your flight details. ✓ Step 5. Provide your SkyMiles account number, flight number, travel date, and original PNR. ✓ Step 6. The SkyMiles agent will review your flight record and manually credit eligible miles. ✓ Step 7. Request a case number before ending the call for follow-up reference.

✓ Why Are My American SkyMiles Missing or Not Crediting?

The most common reasons SkyMiles fail to credit after a American flight include:

✓ Flight booked through a third-party website without your SkyMiles number attached ✓ Name mismatch between your ticket and your SkyMiles profile ✓ SkyMiles number entered incorrectly during booking ✓ Award ticket travel (miles are not earned on award redemptions in some cases) ✓ Ticket purchased on a non-accruing fare class ✓ Flight operated by a partner airline where separate mileage posting applies ✓ Technical processing delay – sometimes resolved automatically within 5–7 business days

Call +1 (844) 993-2399 if your miles have not credited after 7 business days and you have ruled out the above causes. A SkyMiles specialist can investigate your specific case and manually post eligible miles.

✓ How Do I Access or Reset My American SkyMiles Account?

If you are locked out of your SkyMiles account, unable to reset your password, or experiencing account access issues, call +1-844-993-2399 and say "SkyMiles account access." The agent will verify your identity and assist you with regaining account access. Alternatively, use the password reset tool at [American.com/forgotpassword](https://www.american.com/forgotpassword).

Account access issues are handled quickly over the phone. Have the following ready before calling +1 (844) 993-2399: your SkyMiles account number (if known), your full legal name as it appears on the account, your date of birth, and the email address associated with the account.

✓ American Baggage and SkyMiles — Quick Reference

Issue	Action	Contact
Bag not on carousel	File PIR at airport Baggage Office immediately	+1-844-993-2399
Delayed bag — at home	Call within 24 hrs (domestic) / 7 days (international)	+1 (844) 993-2399
Damaged bag	File claim within 24 hrs of arrival	+1-844-993-2399
Track missing bag	American.com/bagstatus + PIR number	+1-844-993-2399
Missing SkyMiles	American.com → Request Miles or call	+1 (844) 993-2399
SkyMiles account locked	Call for identity verification and reset	+1-844-993-2399
Retroactive miles claim	Submit online or call within 6 months	+1-844-993-2399

✓ Frequently Asked Questions

How do I report lost baggage to American Airlines? Report it immediately at the American Baggage Service Office in the baggage claim area before leaving the airport. Get your PIR reference number. If you have already left, call +1-844-993-2399 within 24 hours for domestic flights or 7 days for international flights.

How long does American take to find a lost bag? Most lost bags on American are located and returned within 24–48 hours. If your bag has not been found within 5 days, call +1 (844) 993-2399 to escalate to American's Central Baggage Resolution team.

What compensation does American give for lost luggage? American reimburses interim expenses for delayed bags. Maximum liability for lost bags is \$3,800 per passenger for domestic travel. Keep all receipts and call +1-844-993-2399 to initiate your compensation claim.

How long does it take for American SkyMiles to post after a flight? Miles typically credit within 3–5 business days of flight completion. If not credited after 5 business days, submit a missing miles request at American.com or call +1 (844) 993-2399 with your flight details.

How do I claim missing SkyMiles from a past flight? Log in at American.com → SkyMiles → Request Miles and enter your flight details. Alternatively call +1-844-993-2399

with your flight number, travel date, ticket number, and SkyMiles account number. Retroactive claims must be submitted within 6 months of travel.

Why did my SkyMiles not credit after my flight? Common reasons include a missing SkyMiles number on the booking, a name mismatch, a non-accruing fare class, or a technical delay. Call +1 (844) 993-2399 to have a SkyMiles specialist investigate and manually credit eligible miles.

How do I reset my American SkyMiles password? Use the password reset tool at [American.com/forgotpassword](https://american.com/forgotpassword). If you are unable to reset online, call +1-844-993-2399 and say "SkyMiles account access" to speak with an account specialist.

Can American deliver my found bag to my hotel or home? Yes — when filing your PIR, provide your hotel or home address for bag delivery. American will arrange delivery once your bag is located. Call +1 (844) 993-2399 to update your delivery address if your plans change after filing the report.

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