

# United 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 United Customer Support

For United Airlines baggage and SkyMiles support, call:

- United Baggage Customer Service — Call 24/7: +1-855-907-2853
- United SkyMiles Support: +1 (855) 907-2853
- International Callers — United: +1-855-907-2853

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 United'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 United at +1-855-907-2853 (available 24/7).

## ✔ What Do I Do If United Lost My Baggage?

If your baggage does not arrive on the carousel after your United flight, report it immediately at the United 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 (855) 907-2853 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 United Baggage Service Office in the baggage claim area. ✔ Step 3. File a Property Irregularity Report (PIR) with the United 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 United's interim expense policy for essential items while your bag is missing. ✔ Step 8. Call +1-855-907-2853 with your PIR reference number to follow up if your bag has not been located within 24 hours.

## ✔ How Do I Track a Missing United Bag?

To track a missing United bag, visit [United.com/bagstatus](https://www.united.com/bagstatus) and enter your PIR reference number and last name. You can also call +1 (855) 907-2853 and provide your PIR reference number for a live status update from a baggage services agent. United's baggage tracking system is updated in real time as your bag moves through the recovery network.

Most lost bags on United 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 +1-855-907-2853 and requesting a supervisor review. After 5 days, your case may be escalated to United's Central Baggage Resolution team for further investigation.

## ✔ **What Compensation Am I Entitled to for Delayed United Baggage?**

If your baggage is delayed on a domestic United 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 United's baggage team by calling +1 (855) 907-2853 or through [United.com/baggage](https://www.united.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: United reimburses repair or replacement cost — file within 24 hours of arrival
- ✔ All claims require receipts and documentation — call +1-855-907-2853 to initiate

## ✔ **How Do I File a United Baggage Claim After Leaving the Airport?**

If you have already left the airport and discover your bag is missing or damaged, call +1-855-907-2853 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 [United.com/baggage](https://www.united.com/baggage) or by calling +1 (855) 907-2853.

The time limits for filing baggage claims are strictly enforced — do not delay. Calling +1-855-907-2853 promptly ensures your claim is registered within the required window and that your case receives immediate attention from United's Baggage Resolution team.

■ United Baggage Claim — File Now: Call +1-855-907-2853

## ✔ **How Do I Fix Missing Miles in My United SkyMiles Account?**

If miles from a completed United flight have not credited to your SkyMiles account within 3–5 business days of travel, submit a missing miles claim by logging in at [United.com](https://www.united.com) → SkyMiles → Request Miles. Alternatively, call +1 (855) 907-2853 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 [United.com](https://www.united.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 +1-855-907-2853 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 United SkyMiles Missing or Not Crediting?

The most common reasons SkyMiles fail to credit after a United 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 (855) 907-2853 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 United SkyMiles Account?

If you are locked out of your SkyMiles account, unable to reset your password, or experiencing account access issues, call +1-855-907-2853 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 [United.com/forgotpassword](https://www.united.com/forgotpassword).

Account access issues are handled quickly over the phone. Have the following ready before calling +1 (855) 907-2853: 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.

## ✓ United Baggage and SkyMiles – Quick Reference

Issue	Action	Contact
Bag not on carousel	File PIR at airport Baggage Office immediately	+1-855-907-2853
Delayed bag — at home	Call within 24 hrs (domestic) / 7 days (international)	+1 (855) 907-2853
Damaged bag	File claim within 24 hrs of arrival	+1-855-907-2853
Track missing bag	United.com/bagstatus + PIR number	+1-855-907-2853
Missing SkyMiles	United.com → Request Miles or call	+1 (855) 907-2853
SkyMiles account locked	Call for identity verification and reset	+1-855-907-2853
Retroactive miles claim	Submit online or call within 6 months	+1-855-907-2853

## Frequently Asked Questions

**How do I report lost baggage to United Airlines?** Report it immediately at the United Baggage Service Office in the baggage claim area before leaving the airport. Get your PIR reference number. If you have already left, call +1-855-907-2853 within 24 hours for domestic flights or 7 days for international flights.

**How long does United take to find a lost bag?** Most lost bags on United are located and returned within 24–48 hours. If your bag has not been found within 5 days, call +1 (855) 907-2853 to escalate to United's Central Baggage Resolution team.

**What compensation does United give for lost luggage?** United reimburses interim expenses for delayed bags. Maximum liability for lost bags is \$3,800 per passenger for domestic travel. Keep all receipts and call +1-855-907-2853 to initiate your compensation claim.

**How long does it take for United 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 United.com or call +1 (855) 907-2853 with your flight details.

**How do I claim missing SkyMiles from a past flight?** Log in at United.com → SkyMiles → Request Miles and enter your flight details. Alternatively call +1-855-907-2853 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 (855) 907-2853 to have a SkyMiles specialist investigate and manually credit eligible miles.

**How do I reset my United SkyMiles password?** Use the password reset tool at [United.com/forgotpassword](https://www.united.com/forgotpassword). If you are unable to reset online, call +1-855-907-2853 and say "SkyMiles account access" to speak with an account specialist.

**Can United deliver my found bag to my hotel or home?** Yes – when filing your PIR, provide your hotel or home address for bag delivery. United will arrange delivery once your bag is located. Call +1 (855) 907-2853 to update your delivery address if your plans change after filing the report.

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