



**Did You Know?**

# How to Protect Your Checked Baggage during Travel

Traveling by plane often brings concerns about the condition of your checked baggage. From the moment of check-in to the handling on the conveyor belt and loading/unloading process, your suitcase is vulnerable to scratches, impacts, and even serious damage. Protecting your luggage is not just about maintaining its exterior appearance, it is also about ensuring the valuable items inside remain safe.

## Tips to Minimize the Risk of Damage to Your Luggage while Flying

### During Packing

#### Choose the Right Suitcase

Select luggage that fits your travel needs. If protecting breakable items is a priority, choose a high-quality hard-shell suitcase made from polycarbonate or ABS (hard plastic), which can withstand significant impact and pressure.

But, if flexibility and lighter weight are what you need, a soft-sided suitcase may be the right choice. Luggage with reinforced corners is also an excellent option.

#### Pack Smartly

When packing, eliminate empty space inside the suitcase to prevent items from shifting violently and putting stress on the case walls during transit.

For fragile or breakable items, wrap them thickly using clothes, scarves, or towels, and place them in the centre of the suitcase, away from the edges. Meanwhile, items such as electronics, medication, or important documents should always be kept in your carry-on bag.

#### Inspect Wheels and Handles

Examine and ensure the wheels are firmly set and the telescopic handle is sturdy. Weak wheels or loose handles are two of the most vulnerable components susceptible to damage during the handling process.



## Utilize Extra Protection

Use a luggage cover to shield your suitcase from scuffs, dust, and spills. A luggage strap wrapped horizontally and vertically around the case also provides security should the zipper burst open. You can also utilize the plastic wrapping service available at the airport for an extra layer of protection.



### During Check-in

- Ensure you have removed all old baggage tags and airline stickers from previous trips. Old labels can cause system confusion and increase the risk of your bag being misrouted.
- Ask the check-in staff for a “Fragile” or “Handle with Care” sticker if you are carrying delicate items. While this doesn’t guarantee perfect handling, labels bags are often loaded last and unloaded first, increasing the opportunity that they will be treated with greater care.
- Always photograph your suitcase before checking it in, especially if it is new or in excellent condition. This photo will serve as vital evidence of its initial condition should you need to file a damage claim later on.

### Upon Arrival

- As your suitcase arrives on the conveyor belt, immediately inspect its condition. Look closely for cracks, dents, tears, missing wheels, or broken handles.
- If you find any damage, do not leave the airport area. Proceed immediately to your airline’s “Baggage Claim” or “Lost and Found” counter to obtain a Property Irregularity Report (PIR). This report is a mandatory requirement for filing any subsequent claim for luggage damage.

By implementing these preventive measures, you cannot eliminate the risk of damage entirely, but you can significantly control the critical elements to ensure your luggage arrives at your destination in excellent condition.

Hopefully, the above information enriches your understanding of how to protect your checked baggage during travel. For more information about MSIG Indonesia’s insurance products, please visit our official website at [www.msig.co.id](http://www.msig.co.id) or call our contact center at **1500 674 (MSI)** to find comprehensive information and interactive services.



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