

Lost & Found in Taxi of Mexico's International Airport

- **Location:**
 - Sub direction of Terminal and Supervision of Ground Transportation, Terminal 1, office No. 1, 2nd level of the International Area.
- **Telephone:**
 - (+52) 55 2482 2299, (+52) 55 2428 2758, (+52) 55 2482 2664
- **E-mail:**
 - quejastaxi@aicm.com.mx
- **Customer Service Schedule:**
 - From monday to friday 9:00 to 17:00
- **Forgot item procedure:**

In case you forgot an object in the taxi, please contact by telephone, e-mail or present yourself at the customer service office to take a report and the number by providing the following information:

 - Date and time of service, and destination.
 - Boarding are and departure terminal.

- Contact information such as; Name, telephone number, or email.
- Taxi number, sedan or van vehicle, and license plates.
- The authorized taxi company that provided the service, Ticket number, name of the cashier or counter ID.
- General characteristics of the forgotten item.

Once the information is provided, the procedure is to request the taxi company to bring the taxi unit that provided the service to the office of Ground Transportation and a supervisor or the airport will inspect the car to locate the item.

If the forgotten item is recovered, the taxi driver will deliver it at the Ground Transportation office and report the item with the following information:

- Name of the taxi driver who delivered the item, as well as the taxi number and the taxi company which belongs.
- Description of the item.
- Name and signature of the taxi driver and the customer service staff that received the item.
- The item is stored with a Tag that contains the taxi number, date of reception, taxi number and taxi company which belongs.
- The Ground Transportation gives a copy of the report to the taxi company, so the user will be notified by both offices and claim the item in the Ground Transportation office with the report number.

- **How to recover the forget item.**

Once the forget item is at the office of Ground Transportation the user will be notified and will have 75 work days to recover the item.

To collect the item, the user has to present at the office and provide the report number, and a photocopy of an official ID, If the user doesn't have a report number describe the item with relevant information as the destiny, date of the service, taxi company, taxi number.

The user will fill a form with the following information:

- Recovery date and user name.
- Address and telephone number of the user.
- ID number of the user.
- User's signature of conformity.
- Signatura of the Ground Transportation Staff that deliver the object.

In case the item is not found, the user will be notified, and the report will be concluded.

- **Additional information**

If the item is not claim within 15 working days, it will be sent to the Lost & Found in the Airport, located between Gate 4 and Gate 5, 1st level, next to it is a telephone company that has the name of "Movistar".

For further information contact Ground Transportation Customer Care to the following numbers (+52) 55 2482 2299, (+52) 55 2428 2758, (+52) SS 2482 2664.