

Eisenbahn-Bundesamt (EBA)

Eingangsstempel EBA*

Eisenbahn-Bundesamt
Fahrgastrechte
Heinemannstr. 6
53175 Bonn

Geschäftszeichen EBA* _____

VMS-Nummer EBA* _____

* completed by EBA

Passenger complaint

Personal details of the complainant			
Family name:		First name:	
Address:			
Postal code, town/city, country:			
Telephone:		E-mail:	

I would like to complain about
Because

Please describe the incident, which causes your complaint from your point of view...:

If the space for your data is not sufficient, please use a supplement
Complaint form passengers' rights railways

...and / or mark the reason for complaint:		
<input type="checkbox"/> Contract of carriage, ticket	<input type="checkbox"/> Information	
<input type="checkbox"/> Persons with reduced mobility	<input type="checkbox"/> Safety	
<input type="checkbox"/> Liability for passengers and baggage	<input type="checkbox"/> Cancellations	
<input type="checkbox"/> Delays	<input type="checkbox"/> of 60 to 119 minutes	<input type="checkbox"/> of 120 minutes or more to the final destination

Please give specifics of your train connection (If necessary, attach a copy of the travel documents)		
Date:	Train number:	Line:
Departure time:	Scheduled arrival time:	Actual arrival time:
Departure station:	Destination station:	Changing was necessary
Kind of ticket:	Price of ticket:	Assistance <input type="checkbox"/> Meals and refreshments <input type="checkbox"/> Alternative transport services <input type="checkbox"/> Hotel

How did the railway undertaking react to your complaint? (If available, please attach a copy of the correspondence)

Location, Date

Signature

Note: Your data are needed for the treatment of your complaint and your data will be collected

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