

Passenger Rights Claim Form



Dear Customer,

we regret the inconvenience caused to you by the delay or cancellation of a train.

We apologise for this and would like to offer you compensation in line with our conditions of carriage:

- For a delay of 60 minutes or more you receive compensation equivalent to 25% of the fare paid for a single journey, for a delay of 120 minutes or more 50% of the fare paid; for return tickets the calculation is based on half the fare paid. The supplement for the ICE Sprinter is refunded for delays of 30 minutes or more.
- Compensation of less than 4 Euro is not paid out. Holders of season tickets should therefore only submit claims relating to delays on regional trains once they have collected at least two (1st class) or three (2nd class).
- Please submit original documents when requesting reimbursement of additional necessary expenses.
- Detailed information about passenger rights (e.g. reimbursement of costs for alternative transport or overnight accommodation) can be found at www.bahn.com/passenger-rights.

Please send all the necessary documentation to the Servicecenter Fahrgastrechte, 60647 Frankfurt am Main, Germany. Your claim will be processed within one month. Payments will be made via bank transfer.

Please PRINT the information required on the form clearly using a black or blue pen.

1 Your planned travel (as shown on the ticket)

on*: DD.MM.YY . .

Station of departure* Departure*: : hrs

Destination station* Arrival*: : hrs

*essential information

2 Your actual journey

First delayed/cancelled train: (ICE/IC/RE/RB/etc.*) Train no.*: Departure as per timetable*: : hrs

I arrived on . . with train: (ICE/IC/RE/RB/etc.*) Train no.*: Actual arrival*: : hrs

Please tick the relevant box and enter the station name

I missed my connection at

The last change of trains was at

I did not start my journey because of this delay

Because of this delay I cut short my journey at and returned

Because of this delay I cut short my train journey at and had to continue by other means of transport

Because of this delay I cut short my journey in a regional train at and used a different train, for which I incurred additional costs

*essential information

Train type and train number, and how to find them

We need the train type and train number in order to reconstruct your journey. Train types are abbreviations for the different rail products: e.g. ICE, IC, CNL, RE, RB, ME, S.

Train numbers are one to five digit numbers. You will find train types and number e.g. on your printed itinerary, on the Internet, in timetables, in the leaflet "Ihr Reiseplan" or on tickets/reservations for a particular train.

Examples for train type/train no.

| | ICE/IC/RE/RB etc. |
|----------------|---|
| ICE 588 | <input type="text"/> I <input type="text"/> C <input type="text"/> E <input type="text"/> 5 <input type="text"/> 8 <input type="text"/> 8 <input type="text"/> <input type="text"/> |
| RE 45053 | <input type="text"/> R <input type="text"/> E <input type="text"/> <input type="text"/> 4 <input type="text"/> 5 <input type="text"/> 0 <input type="text"/> 5 <input type="text"/> 3 |
| S-Bahn line 6 | <input type="text"/> S <input type="text"/> <input type="text"/> <input type="text"/> 6 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| metronom 80838 | <input type="text"/> M <input type="text"/> E <input type="text"/> <input type="text"/> 8 <input type="text"/> 0 <input type="text"/> 8 <input type="text"/> 3 <input type="text"/> 8 |



3 Your personal details

Mrs/Ms* Mr* Title

Company

Surname*

First name*

c/o or extra address details

Tel. no. (in case of query)

Street*

House no.*

Country (if not D/Germany)*

Postcode*

Town*

BahnCard no.

DOB (DD.MM.YYYY) – only required for BahnCard holders

Email address (for market research purposes)

*essential information

You can help us in developing our service:

If you agree to our contacting you for the purpose of market research or customer service, please give us your telephone number and email address and tick the box below your signature.

4 Please give us your bank details for the payment of any compensation due

Account holder (surname, first name)*

Account number*

Sortcode / SWIFT-BIC*

IBAN – in the case of banks outside Germany*

Your personal details will be automatically collected, processed and used exclusively for the purpose of processing and checking your claim as well as for checking validity in conjunction with other companies involved. If your claim falls partially or wholly within the responsibility of another German company and/or a company within the EU, your documentation will be forwarded to this company.

I herewith apply for the compensation to which I am entitled based on the enclosed information and documentation. I confirm that the information is correct and that I am the rightful owner of the ticket(s). I have noted that my original documentation will not be returned to me.

Date*

Signature*

I agree to my personal details being processed and used by the railway on which the delay arose for the purpose of market research and customer service.

*essential information

We need these documents from you:

- the completed and signed Passenger Rights Claim Form
- your ticket or ticket copy as well as
- proof of the price, if this is not printed on your ticket (exception: BahnCard 100).

For compensation of the ICE Sprinter supplement please send the original or a copy of it.

For refunds please send the original documents/receipts.

- Ticket (if a journey is either not started or aborted)
- Ticket for bus/coach
- Hotel bill
- Bicycle ticket
- Ticket for another train
- Taxi receipt
- Reservation unused due to delay/cancellation

Please do not send any other documents.

Please note that your original documents cannot be returned to you.