



# Passenger Rights Claim Form

Dear Customer,

We regret the inconvenience caused to you by the delay or cancellation of a train and apologise for this.

- For a delay of 60 minutes or more in reaching the arrival station you receive compensation equivalent to 25% of the fare paid for a single journey and for a delay of 120 minutes or more 50% of the fare paid.
- Compensation of less than EUR 4.00 is not paid out.
- Detailed information on passenger rights can be found at [www.bahn.com/passenger-rights](http://www.bahn.com/passenger-rights).

If you hand in your completed Passenger Rights Claim Form with confirmation of the delay, together with your original ticket, at a DB Reisezentrum travel centre or the point of sale of a cooperating railway, you will receive compensation immediately (Exceptions: season tickets, mobile phone tickets, online tickets without validation stamp mark and cross-border tickets and tickets sold by foreign railways). You can obtain confirmation of the delay from the train attendant on board, or from DB Information counters or DB Reisezentrum travel centres if the delay information has been made available to them. In all other cases, please send the necessary documents by post to: DB Dialog GmbH, Servicecenter Fahrgastrechte, 60647 Frankfurt am Main, Germany.

## 1 Journey details

on (DD.MM.YY)\*   .   .

Departure station\*  Departure as per timetable\*:  :  hrs

Destination station\*  Arrival as per timetable\*:  :  hrs

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

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

Please tick the relevant box and enter the station name

I missed my connection at

My last change of trains was at

I did not start my journey because of the delay or I cut short my journey at the station named here and returned (and, if applicable, travelled back) – please submit original documents

Due to the delay, I did not continue my journey at the station named here and had to continue with another means of transport/train, for which I incurred additional costs – please submit original documents

## 2 Preferred compensation (please tick the relevant box)

Payment at point of sale or by bank transfer

Voucher

\* Required data



**3 If you would like the payment to be made by bank transfer, please provide your bank details**

Account holder (last name, first name)\*

IBAN\*

BIC\*

**4 Your personal details** (only required if you send your claim to Servicecenter Fahrgastrechte)

Mrs/Ms\*

Mr\*

Gender neutral\*

Academic title

Company

Last name\*

First name\*

c/o or extra address details

Tel. no. (for queries)

Street\*

House no.\*

Country/if not D/Germany)\*

Postcode\*

Town/city\*

BahnCard 100 no.

Season ticket no.

Date of birth (DD.MM.YYYY) – only required for BahnCard 100 holders

Your personal data will only be used for automatic processing and verification purposes and for plausibility checks by the SC Fahrgastrechte (DB Dialog GmbH) and by participating rail companies. If your claim falls partially or wholly within the responsibility of another company in Germany and/or in the EU, it will be forwarded to this company. Further information is available at [www.bahn.de/datenschutz](http://www.bahn.de/datenschutz).

**I agree that my contact details may be used for market research purposes in connection with passenger rights. I can revoke my voluntary consent at any time by contacting DB Dialog GmbH, SC Fahrgastrechte, 60647 Frankfurt/Main. No data shall be transferred to third countries outside the EU/EEA or to an international organisation. Your data will be deleted within three months after completion of the market research.**

E-mail address (for market research purposes)

I confirm that the information I have provided on this form is correct and that I am the rightful owner of the ticket(s). I have noted that my original documents cannot be returned to me:

Date\* \_\_\_\_\_ Signature\* \_\_\_\_\_  I would like to receive an answer in English \* Required data

**Only to be completed by sales staff**

**Bitte in diesem Feld nicht stempeln, quittieren etc.**

Leistungs-ID

Gutschein-/Auftragsnummer

Gutschein oder Auszahlung?

Gutschein

Auszahlung

Entschädigungsbetrag (Euro)

Bearbeitendes EVU

ICE/IC/RE/RB etc.

Ausgabedatum (TT.MM.JJ)

**Only to be completed by staff on train/at DB Reisezentrum/at DB Information**

Formular 2023 (ME/10.19)

	Verspätung ≥ 60 Min.	Verspätung ≥ 120 Min.	Abrechnungsvermerke durch Verkaufsstelle