



Passenger Rights Claim Form

We apologise for the inconvenience you experienced during your journey. The complex nature of rail operations unfortunately means that some delays and cancellations are unavoidable.

You can use this form to apply for compensation. Compensation can only be claimed for overground rail transport services (from S-Bahn to ICE). Journeys on underground trains (U-Bahn), trams or buses are not included.

Please fill in all of the required fields. This will mean that we can process your claim quickly without having to ask you for any missing information. Please send this form and the relevant documents by post to the following address: DB Fernverkehr AG, Servicecenter Fahrgastrechte, 60647 Frankfurt am Main, Germany.

Alternatively, you can hand in your application at a DB Travel Centre or at the place where you purchased your ticket.

All information on passenger rights can be found at <https://int.bahn.de/en/booking-information/passenger-rights> and in the conditions of carriage at www.bahn.de/agb.

1 Journey details

What happened on your journey? (please tick as appropriate)

- ☐ I arrived at my destination with a delay (of at least 60 minutes)
- ☐ I did not travel (the train was cancelled or expected to arrive at my destination with a delay of at least 60 minutes)
- ☐ I broke off my journey and returned to my departure station
- At which station did you break off your journey?
- ☐ My journey was cut short and I continued by another means of transport at additional cost
- At which station was your journey cut short?

Details of your planned journey (as booked)

on (DD.MM.YY)* . . ☐ Outward journey* ☐ Return journey*

Departure station*¹ Departure as per timetable* : hrs

Destination station*¹ Arrival as per timetable* : hrs

Details of your actual journey (not required if you did not travel or broke off your journey at the departure station)

I arrived on (DD.MM.YY)* . . Actual arrival time* : hrs

I had additional expenses (tick as appropriate and provide all receipts)

- ☐ Additional train ticket ☐ Other means of transport (e.g. taxi, bus)
- ☐ Overnight accommodation ☐ Other

Further information (please tick as appropriate)

- ☐ I was not able to use my seat reservation ☐ I was not able to take my bicycle
- ☐ Other

*Required data ¹Please enter the full station name (e.g. "Berlin Hbf", "Berlin Ostbahnhof", etc.)



2 Ticket details (please complete as applicable)

☐	Digital ticket	Order number		Date of birth (DD.MM.YYYY) ²	
☐	BahnCard 100	BahnCard number			
☐	Season ticket	Season ticket number			
☐	BahnBonus	BahnBonus number		(if you paid with points)	
☐	Other ticket (e.g. from a machine; enclose the original ticket!)				

3 Your chosen compensation method (please tick as appropriate)

Note: In some cases the voucher option is not available. Find out more at www.bahn.de/fahrgastrechte.

☐	Voucher	☐	Payment or bank transfer
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Account holder (last name, first name)*

IBAN*

BIC*

Reference number (if you have one)

4 Your personal data

Company

Mrs/Ms

☐

Mr

☐

Mx

☐

Academic title

First name*

Last name*

c/o or additional address information

Telephone number (for queries)

Street*

House number*

Country (if not DE*)

Postcode*

Town/city*

☐ I would like to receive a reply by e-mail.

E-mail address (for reply)

Your personal data will be automatically processed only for the handling and verification of your request and for the conducting of plausibility tests by the **Servicecenter Fahrgastrechte (DB Dialog GmbH)** and the participating rail companies. If your claim falls wholly or partially within the responsibility of another company in Germany and/or in the EU, it will be forwarded to that company. Further information is available at www.bahn.de/datenschutz.

I confirm that the information I have provided on this form is correct, that I am the legal holder of the ticket(s) and that I have understood that my original documents cannot be returned to me:

		☐	I would like to receive a reply in English.
Date*	Signature*		

*Required data ²Only to be specified for BahnCard 100