



# 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 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. The supplement for the ICE Sprinter is refunded for delays of 30 minutes or more.
- 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 (excluding season tickets, 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: 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/RB/etc.)\*:  Train no.\*:  Actual arrival\*:  :  hrs

First delayed/cancelled train: (ICE/IC/RE/RB/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 this delay or I cut short my journey at the station named here and returned (please submit original documents)

Due to this delay I cut short 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 Your personal details (only required if you send your claim to Servicecenter Fahrgastrechte)

Mrs/Ms\*  Mr\*  Academic title

Company

Last name\*  First name\*

c/o or extra address details  Tel. no. (for queries/market research)

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

E-mail address (for market research purposes)

### 4 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\*

Your personal details will be automatically recorded, processed and used exclusively to process your claim and check validity in conjunction with cooperating 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.

**I agree to my contact details being used for market research purposes in relation to passenger rights and being utilised in an anonymous format (please tick box to agree).**

I confirm that the information I have provided 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

Leistungs-ID  Gutschein-/Auftragsnummer  Gutschein oder Auszahlung?  Gutschein  Auszahlung Entschädigungsbetrag (Euro)

Bearbeitendes EVU  ICE/IC/RE/RB etc.  Ausgabedatum (TT.MM.JJ)

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

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

Formular 2023 (ME/07.13)

--	--	--	--