

To:
DB Dialog GmbH
Servicecenter Fahrgastrechte
D-60647 Frankfurt am Main
Germany

Proof of original documents

Thank you for sending us a digital passenger rights claim. We will deal with your case as soon as possible.

In order to assess the details of the additional costs you incurred, we require the associated records (receipts, etc.). Please send the originals together with this document to the DB Dialog GmbH address indicated in this letter.

Please make sure that you only send us the documents that match to trip you specify below. If you want to send us information for multiple journeys, please group each journey's information with a new submission document. This ensures that information is matched to the right claim.

You can find answers to frequently asked questions in our FAQ area at bahn.de/faq-fgr-pr. Alternatively, you can also contact the Servicecenter Fahrgastrechte by phone: 0049 (0)30 586020920.

Please complete the fields below with your details.

Case ID (11-digit ID from passenger rights claim)*

Order number / BahnCard 100 no. / Season ticket no.

Date of journey (DD.MM.YY)

First name

Last name

* You can find the Case ID either in your customer account you used to submit your passenger rights application or in the email you received.

