





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.

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/ Train RE/etc.)*: no.*:	Actual arrval*:	: hrs
First delayed/cancelled train:	(ICE/IC/RE/ Train RE/etc.)*: no.*:	Departure as per timetable*:	hrs
Please tick the relevant box and enter the station nan	ne		
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* 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			
Date of Ditt((DD.MM.++++) = Only required for Barincard 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. 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)			
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? Entschädigungsbetrag (Euro) Gutschein Auszahlung			
Bearbeitendes EVU			
Only to be completed by staff on train/at DB Reisezentrum/at DB InformationFormular 2023 (ME/10/19)Verspätung ≥ 60 Min.Verspätung ≥ 120 Min.Abrechnungsvermerke			
durch Verkaufsstelle			