

# APPLICATION FOR REIMBURSEMENT AND RECOMPENSE



Dear customer,

**We regret that your journey did not go as planned.** The recompense in accordance with passengers' rights shall be paid pursuant to the provisions of the Passengers' Rights Regulation (EC) No 1371/2007 and to the Austrian Rail Transport and Passengers' Rights Act (EisbBFG, Federal Law Gazette I No 40/2013), which are also published in the Tariff Compendiums (Tarifhandbücher) for Journeys with ÖBB. ÖBB-Personenverkehr AG refunds tickets due to changes of your travel plans within the defined refund period and within the framework of current transport and tariff conditions. The Compendiums for Journeys with ÖBB can be downloaded from [www.oebb/static/tarife/indexhtml](http://www.oebb/static/tarife/indexhtml) (in German).

**Please take note of the conditions for successful processing of your application as specified in Sections A.5.4 and A.6.3 of the Compendium for Journeys with ÖBB in Austria (e.g. required documents, confirmation of delay, original documents). Acceptance of the application does not imply consent for recompense.** You will find the essential tariff conditions and provisions in accordance with passengers' rights as well as the information pursuant to the GDPR in the Supplement.

## YOUR PERSONAL INFORMATION

Ms  Mr  Acad. title  First name

Last name  Title (such as MA)

Company

Street  No.  Stairway  Door

Country  Postcode  City

Phone (e.g. +43(0)123456789)

Email

With my signature, I hereby confirm the accuracy and completeness of the information I have provided. I am the rightful owner of the ticket(s).

I have  received ...  not received ... the indicated payout amount of \_\_\_\_\_

Place, date \_\_\_\_\_

Signature of the applicant \_\_\_\_\_

## TO BE FILLED IN BY ÖBB PERSONNEL IN THE TRAVEL CENTRE OFFICE

### Ticket Number

Refund reason

- Refund according to tariff  No claim to compensation/refund  
 Passengers' Rights  Sent in on customer request  
 Ticket machine out of service  Other

### Calculation

Paid € \_\_\_\_\_  
Fees € \_\_\_\_\_  
Amount for partial use € \_\_\_\_\_  
Other € \_\_\_\_\_  
**Refund amount** € \_\_\_\_\_

For payments from EUR 75.00

Type of ID: \_\_\_\_\_  
ID Number: \_\_\_\_\_

### Paid out as

- Voucher no. \_\_\_\_\_  
 Cash (only for refund according to tariff)  
 Transfer to Account  
 Chargeback to Credit Card

Date stamp

Time \_\_\_\_\_

Signature \_\_\_\_\_

**YOUR JOURNEY**

Departure date

D | D | M | M | Y | Y

Arrival date

D | D | M | M | Y | Y

Dep. station  Sched. dep.  Actual dep. time  Train no.

Dep. station  Sched. arr.  Actual arr. time  Train no.

Delayed/ cancelled train Train no.  from

Missed connection Train no.  in

Alternative route from

Replacement Service by train/bus  from

Continued journey on alternative public transport/taxi from

Overnight stay in (city, accommodation)

**YOUR REASON FOR THE APPLICATION** (Please tick where applicable)

Please include tickets with delayed or cancelled train confirmations; taxi or overnight stay invoices

(expected) Delay  Minutes Train no.  in

Cancellation of journey (tickets not used) Reason

Abortion of journey in   Return to station of dep.

Tickets were partially used from  to

Outward  Return Reason

Tickets used by  instead of  passengers

Outward  Return Reason

Booked travel class not available Instead

VORTEILSCARD/ ÖSTERREICHCARD forgotten Card no.

Other reasons

**YOUR PREFERRED TYPE OF RECOMPENSE** (Choose ONE type of recompense)

**ÖBB Vouchers**  
(can be used instead of money for railway services online, in the ÖBB App and at ÖBB Ticket Offices)

**Credit transfer to bank account**

*If possible, we transfer to the means of payment used for the booking. For security, because this is not always possible, please provide us with your banking information.*

Bank name

IBAN

SWIFT/BIC

Account holder

**YOUR SUBMITTED TRAVEL DOCUMENTS**

Tickets/ Reservations from  to  Order no./ Booking no.

Tickets/ Reservations from  to  Order no./ Booking no.

Tickets/ Reservations from  to  Order no./ Booking no.

More documents

VORTEILSCARD / ÖSTERREICHCARD / BUSINESSCARD / SCHULCARD No. 601480

If the complete or part of the processing of my application is the responsibility of another company, please

Forward  Return to my address indicated