

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 (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
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Arrival date

D		D		M		M		Y		Y
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Dep. station	<input type="text"/>	Sched. dep.	<input type="text"/>	Actual dep. time	<input type="text"/>	Train no.	<input type="text"/>
Dep. station	<input type="text"/>	Sched. arr.	<input type="text"/>	Actual arr. time	<input type="text"/>	Train no.	<input type="text"/>
<input type="checkbox"/> Delayed/ cancelled train	Train no.	<input type="text"/>	from	<input type="text"/>			
<input type="checkbox"/> Missed connection	Train no.	<input type="text"/>	in	<input type="text"/>			
<input type="checkbox"/> Alternative route	from	<input type="text"/>					
<input type="checkbox"/> Replacement Service by train/bus	<input type="text"/>			from	<input type="text"/>		
<input type="checkbox"/> Continued journey on alternative public transport/taxi	from	<input type="text"/>					
<input type="checkbox"/> Overnight stay in (city, accommodation)	<input type="text"/>						

YOUR REASON FOR THE APPLICATION *(Please tick where applicable)***Please include tickets with delayed or cancelled train confirmations; taxi or overnight stay invoices**

<input type="checkbox"/>	(expected) Delay	<input type="text"/>	Minutes	Train no.	<input type="text"/>	in	<input type="text"/>
<input type="checkbox"/>	Cancellation of journey (tickets not used)	Reason	<input type="text"/>				
<input type="checkbox"/>	Abortion of journey	in	<input type="text"/>	<input type="checkbox"/>	Return to station of dep.	<input type="text"/>	
<input type="checkbox"/>	Tickets were partially used	from	<input type="text"/>	to	<input type="text"/>		
<input type="checkbox"/>	Outward	<input type="checkbox"/>	Return	Reason	<input type="text"/>		
<input type="checkbox"/>	Tickets used	by	<input type="text"/>	instead of	<input type="text"/>	passengers	
<input type="checkbox"/>	Outward	<input type="checkbox"/>	Return	Reason	<input type="text"/>		
<input type="checkbox"/>	Booked travel class not available	Instead	<input type="text"/>				
<input type="checkbox"/>	VORTEILSCARD/ ÖSTERREICHCARD forgotten	Card no.	<input type="text"/>				
<input type="checkbox"/>	Other reasons	<input type="text"/>					

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

<input type="checkbox"/>	ÖBB Vouchers <i>(can be used instead of money for railway services online, in the ÖBB App and at ÖBB Ticket Offices)</i>	
<input type="checkbox"/>	Credit transfer to bank account	
<i>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.</i>	Bank name	<input type="text"/>
	IBAN	<input type="text"/>
	SWIFT/BIC	<input type="text"/>
	Account holder	<input type="text"/>

YOUR SUBMITTED TRAVEL DOCUMENTS

Tickets/ Reservations	from	<input type="text"/>	to	<input type="text"/>	Order no./ Booking no.	<input type="text"/>
Tickets/ Reservations	from	<input type="text"/>	to	<input type="text"/>	Order no./ Booking no.	<input type="text"/>
Tickets/ Reservations	from	<input type="text"/>	to	<input type="text"/>	Order no./ Booking no.	<input type="text"/>
<input type="checkbox"/>	More documents	<input type="text"/>				

VORTEILSCARD / ÖSTERREICHCARD / BUSINESSCARD / SCHULCARD

No. 601480

<input type="text"/>

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

<input type="checkbox"/> Forward	<input type="checkbox"/> Return to my address indicated
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