

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 (Fare Rules) 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

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.	
<input type="checkbox"/>	Delayed/ cancelled train	Train no.		from			
<input type="checkbox"/>	Missed connection	Train no.		in			
<input type="checkbox"/>	Alternative route	from					
<input type="checkbox"/>	Replacement Service by train/bus			from			
<input type="checkbox"/>	Continued journey on alternative public transport/taxi	from					
<input type="checkbox"/>	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

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

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

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

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.

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.	
<input type="checkbox"/>	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