

# Application for Reimbursement and Recompense

Antrag auf Rückvergütung und Entschädigung



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.at/static/tarife/index.html](http://www.oebb.at/static/tarife/index.html) (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 on the Supplement.

## Your Personal Details

Ms

Mr

Acad. title

First name

Last name

Company

Street

Country

Postcode

City

Contact details: Phone

Email

Return of the original documents to the address given above is required

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

### Auftragsnummer des Tickets \_\_\_\_\_

Rückvergütungsgrund

Erstattung laut Tarif

Fahrgastrechte

Fehlbedienung Ticketautomat

sonstiger

kein Anspruch auf Rückvergütung/  
Erstattung

auf Kundenwunsch eingeschickt

### Berechnung

Bezahlt € \_\_\_\_\_

Gebühren € \_\_\_\_\_

Betrag für Teilnutzung € \_\_\_\_\_

Other € \_\_\_\_\_

**Erstattungsbetrag € \_\_\_\_\_**

Bei Auszahlungen ab € 75

Ausweisart: \_\_\_\_\_

Ausweisnummer: \_\_\_\_\_

### Ausbezahlt als

Gutschein Nr. \_\_\_\_\_

Bar (*nur bei Erstattung laut Tarif*)

Überweisung auf Konto

Rücküberweisung auf Kreditkarte

Tagestempel

Uhrzeit

Unterschrift

