

# CUSTOMER REQUEST FORM

Refund, lump sum compensation, compensation, payment by instalments

No.:



<b>1. Please specify the type of your trip:</b>	
<input type="checkbox"/> Domestic trip	<input type="checkbox"/> International trip
<b>2. Your requests concerns:</b>	
<input type="checkbox"/> Refund	<input type="checkbox"/> Compensation for delay
<input type="checkbox"/> Compensation for missed connection	<input type="checkbox"/> Lump sum compensation for train delays / cancellations
<input type="checkbox"/> Request for payment in instalments	<input type="checkbox"/> Other form of compensation
<b>3. Details of the delayed / cancelled train</b>	
Train number: _____	Departure time (hour: minute) _____ : _____
Departure date (year, month, day) _____ - _____ - _____	
<b>4. Details of the missed train</b>	
Train number: _____	Departure time (hour: minute) _____ : _____
Departure date (year, month, day) _____ - _____ - _____	
Station of the missed connection: _____	
<b>5. Details of the train used for the onward journey</b>	
Train number: _____	Departure time (hour: minute) _____ : _____
Departure date (year, month, day) _____ - _____ - _____	
<b>6. Serial number of enclosed tickets, seat tickets, supporting documents and other documents in original</b>	
<b>7. Documents proving additional costs submitted due to missing the last connection of the day</b>	
<b>8. I request payment of the rightfully demanded amount by</b>	
<input type="checkbox"/> Bank transfer	<input type="checkbox"/> Domestic postal order (only above 1000 HUF)
<b>9. Comments</b>	
<b>10. Personal information</b>	
Name: _____	
E-Mail address: _____	Phone number: _____
Mailing address: _____	
<b>11. Details for bank transfer:</b>	
Name of account holder: _____	
Account number: _____ - _____ - _____	
Name of bank: _____	
IBAN – in case of a foreign financial institution: _____	
SWIFT/BIC – in case of a foreign financial institution: _____	Tax number (in case of undertakings): _____
<b>12. I hereby confirm that the information I have provided is true and that I am the rightful owner of the ticket:</b>	
_____	Date _____ - _____ - _____
Signature	
Your personal data will only be forwarded to the railway companies concerned for administrative and control purposes, which are essential for processing.	
<b>Stamp</b>	<b>Signature of the recipient</b>

## Instructions for completing the request form

Please complete the request form legibly and in block letters. Tickets of several people should only be submitted with one application form if they have travelled together, the travel dates are identical and payment is requested in the same form and in one sum.

The original of your tickets and seat reservation tickets must be attached to the request form containing your data and contact details, as they are essential for assessing your request.

Please take note of the following instructions when completing the individual fields:

1. Please indicate whether your request relates to **a domestic trip** or **an international trip**.
2. Please specify the subject of your request.

**Refund**, if you request a refund of your ticket of your own choice or for a reason attributable to the railway company.

Indicate a **compensation for delay**, if you took a domestic train running according to a domestic timetable or a regional bus and the train/bus has arrived at the destination station specified on your ticket with a delay of at least 20 minutes.

**Lump sum compensation for train delay / cancellations**, in case of a delay of more than 30 minutes of a domestic train subject to a surcharge (seat reservation) or in the case of a train cancellation. For international trains, in case of a delay of more than 60 minutes.

**Compensation for missed connection**, if you missed the connecting train due to the fault of the railway company (proof required).

**Other form of compensation**, if you have suffered damage during the trip that can be proven by invoice due to a train delay, a missed connection or any other reason for which the railway company is responsible.

**Request for payment in instalments**, if you request payment of the amount claimed by the railway company according to the passenger sheet issued by the ticket inspector in instalments.

3. The actual departure dates of the (delayed/cancelled) train from your departure station.
4. This field must be filled in only in case of a missed connection. Please specify the number of the missed train and the departure time of the train from the station of the missed connection.
5. Details of the train actually used for the onward journey due to the delay, train cancellation or missed connection.
6. Serial number of the original tickets, seat reservation tickets, supporting documents, invoices, passenger sheets and documents proving the use of other means of transport (bus, taxi, etc.) attached to the submitted request.
7. Details and serial numbers of the invoices for services used due to missing rail services (e.g. overnight costs) if you have missed the last connection of the day.
8. Please specify your preferred payment method. Please note that amounts under 1000 HUF are only paid via bank transfer according to the relevant section of our Terms and Conditions.
9. Any other comments about your trip.
10. Please provide your personal information to enable payment as well as your telephone number or email address in order to be able to discuss any questions that may arise.
11. Please provide all data necessary for the bank transfer. Bank codes (IBAN/SWIFT) are only required if your bank account is not in Hungary.
12. Please enter the date of completion of this form and confirm with your signature that the information you have provided is true and that you are the rightful owner of the ticket. Payment is not possible without signing the request form.