

# DELAY COMPENSATION REQUEST APPLICATION FORM

Dear Customer,

We regret the inconvenience caused to you by the delays or cancellations of trains sustained during your journey with one of our Rail passes. We apologise for this and would like to offer you compensation in line with our Delay Compensation Policy.

In order to assess your case, we need personal information from you and some information about the sustained delays. Please type or fill in clearly with black or blue pen the requested information in the fields below:

## 1. Personal details

Salutation	<input type="text"/>	First name	<input type="text"/>	Surname	<input type="text"/>
Address	<input type="text"/>				
City (+state)	<input type="text"/>	Zip code	<input type="text"/>	Country	<input type="text"/>

## 2. Bank account details for payment of any compensation due

Account holder (surname, first name)	<input type="text"/>				
Account number	<input type="text"/>	Swift / BIC	<input type="text"/>		
IBAN	<input type="text"/>				

## 3. Details of the sustained delays:

Date	Scheduled time of departure	Departure station	Destination station	Scheduled time of arrival	Actual time of arrival	Delay in minutes

In case you would like to provide us with extra information about your delays, please use the space below (optional) or enclose it on a separate document.

Additional information about the sustained delays

#### 4. Supporting documents

Please make sure to enclose the following documents next to this Delay compensation request application form:

- ✓ The original of your Eurail / Interrail pass;
- ✓ The original of your Eurail / Interrail Travel Diary (pass cover), with filled in journey details;

In case the requested information and documents are not provided, the claim shall be regarded as incomplete and will not be processed.

In case you have provided to us additional original documents, after your claim is processed, they would be returned to you, if so desired.

I would like to have my original documents returned (tick if applicable)

Your personal details will be processed and used exclusively for the purpose of processing and checking your claim as well as for verification of the delays claimed with other companies involved. If your claim falls within the responsibility of another railway company participating in the Rail Pass products offered by Eurail Group G.I.E., your documentation will be forwarded to this company.

I herewith apply for compensation based on the enclosed information and documentation provided. I confirm that the information and enclosures are correct and that I am the rightful owner of the Rail pass.

Date

Passenger's signature