

COMPENSATION FOR DELAY ÖRESUNDSTÅG I WAS DELAYED ON MY JOURNEY

NAME* _____

ADDRESS* _____

POSTCODE* _____ TOWN/CITY* _____

TELEPHONE DAYTIME* _____

E-MAIL ADDRESS* _____

I INTENDED TO TRAVEL WITH ÖRESUNDSTÅG

Travel date* - -
YEAR MONTH DAY

Train no.

Depart from Arrive at

Scheduled time	Actual time	Scheduled time	Actual time
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

ANY TRANSFER?

Train no./bus line

Depart from Arrive at

Scheduled time	Actual time	Scheduled time	Actual time
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

WHAT WENT WRONG?

ALWAYS ENCLOSE Original, valid ticket for Öresundståg. If you travel by train on a period ticket, you must enclose a copy of the top-up receipt. Also state the travel card number below.

CARD NUMBER _____

If you travel on another county's travel card, state which county. _____

COUNTY _____

If you require compensation for a taxi or your own vehicle: Enclose original taxi receipt or receipt for parking charges. Handwritten receipts and payment card receipts are not accepted.

COMPENSATION FOR DELAY

I require compensation for a delayed journey

For delay of 20 – 39 minutes
50 % of the journeys single ticket price

For delay of 40 – 59 minutes
75 % of the journeys single ticket price

For delay of 60 minutes or more
100 % of the journeys single ticket price

I require compensation for alternative transport instead

Travel by taxi, compensation is max SEK 1,350 per person

From To

If, instead of a taxi, you opt to drive or get a lift, you can also receive compensation for that. Västtrafik will work out an amount using the Swedish Tax Agency's standard for tax-free mileage expenses.

The max amount is SEK 1,350 no matter how many people travel in the vehicle.

From To

No. of km Car reg. no.*

CASH REFUND

Payment is made to Swedish bank accounts using Swedbank's payment system (SUS).

Personal ID number* - -
YEAR MONTH DAY

Payment to foreign bank. State name of bank + SWIFT/BIC code + IBAN number.

NAME OF BANK* _____

SWIFT/BIC* _____

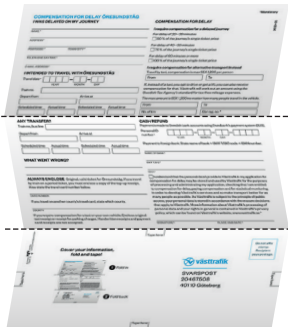
IBAN* _____

I understand that the personal data I provide to Västtrafik in my application for compensation for delay may be stored and used by Västtrafik for the purposes of processing and administrating my application, checking that I am entitled to compensation for delay, paying compensation and for statistical monitoring in order to develop Västtrafik's services and so make transport better for as many people as possible. As Västtrafik is subject to the principle of public access, your personal data is stored in accordance with the erasure decisions that apply to Västtrafik. More information about Västtrafik's processing of personal data and your rights in general is contained in Västtrafik's privacy policy, which can be found on Västtrafik's website, www.vasttrafik.se*

SIGNATURE* _____ PLACE AND DATE* _____

Tape here

Cover your information, fold and tape!



1 Fold in

2 Fold back

Do not affix stamp. Recipient pays postage.



SVARSPOST
20467508
401 10 Göteborg

Tape here