

Compensation claim for delays of one hour or more to domestic public transport journeys.

Dear customers,

We would like to apologise for the incident which affected you. We are fully committed to ensuring you reach your destination on time again in the future. Please complete the following form in block capitals using a ballpoint pen, sign the form and send it to us by post with the necessary documents enclosed. We will not consider informal claims for compensation which are sent to us in other ways. Please note that only the information which is entered into the designated fields will be considered. We cannot process compensation claims which are not fully completed. Alternatively, you can also complete a compensation claim at swisspass.ch/passenger-rights.

Under what conditions are you entitled to compensation?

- You must have a valid ticket or travelcard.
- You must have arrived at least one hour late at your destination.

Please note that your compensation claim must be submitted within 30 days of the incident.

What do you have to do to receive compensation?

1. Complete the claim form and send it to us by post, enclosing the original ticket, a printed version of the electronic ticket, or, in the case of travelcards, a photocopy of your SwissPass.
2. Your claim will be reviewed over the course of weeks that follow.
3. If your claim is accepted, the compensation sum will be transferred to your account.

You can also complete your compensation claim online at swisspass.ch/passenger-rights. There, you will also find more information on passenger rights.

How much compensation am I entitled to?

The amount of compensation you are entitled to will depend on the fare paid and the length of the delay.

Tickets and Day Passes.

- For a delay of 60 minutes or more, you will receive 25 per cent of your ticket price in compensation.
- For a delay of 120 minutes or more, you will receive 50 per cent of your ticket price in compensation.
- Compensation sums of under CHF 5 are not paid out.

Travelcards*.

- For a delay of 60 minutes or more, you will receive the pro rata daily value of your travelcard or CHF 5 (whichever is higher).

*Excluding Half Fare Travelcards.

Claim form.

Details of the delay.

How late did you arrive at your destination?

- 1 hour or later
 2 hours or later

If your delay was under 1 hour, you are not entitled to compensation.

Details of the planned journey.

Point of departure*
Destination*
Via
Date* . . Scheduled time of departure* :

Compulsory fields are marked with *.

Information about travelcards and tickets.

- I used a travelcard for the journey (GA, Modular, Point-to-point or Regional Travelcard, or any other travelcard). Please enclose a copy of your SwissPass and state your customer number. This can be found on the front of your SwissPass.

Customer number - - -

- I used a single ticket or a Day Pass for the journey.
Please send us the original ticket or a printed copy of the electronic ticket by post.

Please fill out the next page. →

Personal details.

Title* Ms Mr

First name*

Surname*

Street/no.*

Postcode* Town/City*

Country*

E-mail

Telephone/
mobile number

Compulsory fields are marked with *.

Bank account details for the payment.

IBAN*

The claimant and the holder of the account for the payment are the same person.

The claimant and the holder of the account for the payment are not the same person.

Is someone else receiving the compensation payment? If so, please add their details here.

Title* Ms Mr

First name*

Surname*

Street/no.*

Postcode* Town/City*

Country*

Compulsory fields are marked with *.

Privacy agreement.

Your personal data are processed by SBB AG on behalf of Swiss public transport providers to handle matters linked to compensation claims. They are stored for 13 months and processed exclusively for the following purposes:

- processing and reviewing of compensation claims and provision of information relating to the claims;
- identifying and deflecting fraudulent claims.

Your personal data will not be passed on to third parties outside of the Swiss public transport sector and will not be used for marketing purposes.

Data regarding bookings are saved for 10 years under accounting law.

I hereby confirm that all the information given in this claim is true and complete. I also confirm that I have acknowledged the privacy agreement.

Date* . .

Signature*



Have you thought of everything?

- Is the claim form filled out completely?
- Did you travel using a travelcard? If so, please enclose a photocopy of your SwissPass in the envelope.
- Have you enclosed the original ticket or a printed version of the electronic ticket?

If so, please send the form by post to:

SBB AG
SBB Contact Center
Passenger rights
P.O. Box 176
3900 Brig

You can find more information at swisspass.ch/passenger-rights.

