# Comments, suggestions

You can send your service related comments to:

## By mail:

MÁV Személyszállítási Zrt. Ügyfélszolgálat

1426 Budapest, Pf.: 56.

## By phone:

MÁVDIREKT: +36 (1) 3 49 49 49

## By fax:

+36 (1) 511 2093

## By e-mail:

eszrevetel [KUKAC] mavcsoport.hu

If you want to enclose another document with your comment – to support or to supplement it –forward it with your comment to the mailing address of our customer service (1426 Budapest, Pf.: 56.).

You are kindly requested to send your telephone number too to facilitate the investigation of your query and to accelerate the handling of the matter.

Our personal customer service branch is available for the payment of bills or if you have any issues to raise with us.

The required length of time for responding to the query depends on the issue being dealt with and the complexity of the response to be given. The maximum deadline for the response is 30 days.

You are kindly informed that the time requirement of handling claims for fare refund has increased due to the strikes organised by the railway trade union. The claims sent to the Customer Service of MÁV-START Zrt. or submitted at the stations, ticket offices will be assessed within the shortest possible time. Passengers will be notified about the result of the assessment. Thank you for your patience and understanding until the refunds are disbursed.

**Forrás:**https://www.mavcsoport.hu/node/3531