

NOT PUBLIC AFTER COMPLETION!

AKA1 — Copy of Customer Service

Refund / Compensation claim form

■ Please refund the price of	OR	I ask for compensation, because I travelled by □ national train, which was delayed 30-119 minutes. □ national train, which was delayed more than 120 minutes. □ national train, which was cancelled. □ international train, which was delayed 60-119 minutes □ international train, which was delayed more than 120 minutes. □ international train, which was cancelled.
Data of journey		
train No.: date of departure time of departure date of arrival time of arrival time of arrival to final destination Number of attached documents: sheets	arture: miss al: data train	case of missed connection ed train No.: date of departure: time of departure: of the train used No: date of departure: time of departure: on of missed connection:
Name of the attached documents proving the extra costs incurred in case of missing the last connection of the day:		
Traine of the diagnost decements proving the extra decid meaned in case of missing the last commodition of the day.		
7 Other reasons for refunds or compensations: 8 Serial number of attached original tickets and supplements:		
Serial number of attached <i>original</i> tickets and supplements: :		
I travelled with		
Please send me the money ID in form of voucher rounded up 100 Ft. ID to my bank account. ID to my address via post.		
10 Name of passenger:		
FR Post and a Trum		
M Post code: Town:		
Street, number:		
MD Phone number:	ddrees:	
IEE E-IIIdii de		
Mame of Passenger's Bank: Passanger's Bank:	ar's Bank ac	count number:
assauge		
21 IBAN code (in case of not Hungarian bank account):		SWIFT code:
BAN code (in case of not noting and park account).		
22 Currency of the bank account:		er, if you requested for invoice at purchasing ticket:
Culterity of the bank account.		er, if you requested for invoice at purchasing ticket.
By signing this document I hereby authorise MÁV-START Co. to maintain and manage my personal data provided above in order to settle my claim and if necessary to forward these data to a data processor to send these data to any railway undertaking concerned for the investigation of my claim. I hereby declare that my personal data provided above are true and valid and the tickets attached are my property. Date: Signature:		
Date and time of receipt:, receiver's signature, stamp:		