

## Guideline to the Refund/Compensation Claim Form

Please fill in the claim form in legible capital letters. Please submit tickets belonging to more than one person on the same claim form only in case these passengers travelled together, the travel details are the same, and the refund is to be paid in the same form to the same address. In case of a return ticket, should you wish to make a claim for both journeys, please fill in a separate claim form for each journey. The second claim form in this case is accepted without filling in the personal data again, but please make sure you join the two sheets before submitting them.

Please decide according to points **1** and **2** if you request a refund or compensation:

- 1** Please tick one or more of the boxes in case you claim a partial or full refund for reasons of fault of the railway undertaking or because of interrupted journey. (You can choose more possibilities.) OR
- 2** Please tick one or more boxes if you require a compensation for reasons of train delay or cancellation. (You can choose more possibilities.)

In case of a delay or cancellation of train please fill in point **3**, in case of missed connection points **3** to **5** respectively:

- 3** The actual data of the train used from your departure station (the data according to the timetable can be found on your reservation or ticket). The arrival data of the train in its arrival station or connection station.
- 4** The actual arrival time to your final destination.
- 5** Please fill in this box only case of missed connection. Please use these boxes if you missed your connection during the day or the last connection of the day, and you request compensation based on the invoices. Please write down the number of the missed train and the departure time from your departure station. Please provide the names and serial numbers of the invoices under point **6**.
- 6** The name and serial number of the invoices about services in case of interruption of the rail services, in case of the missing last connection of the day should be marked here.
- 7** In this space you can state any other requests for compensation or refund as well as further circumstances you wish to let us know about. If one claim form is not enough, please mark here the number of the other claim forms.
- 8** Please make sure you attach the original tickets, reservations and supplements to the claim form as it is indispensable for us to investigate/process your claim. In order to avoid later disputes, please always fill in these boxes. If you travelled with START Klub card or railway staff card, please write down the number of the card used. If you need more space, please continue on a separate claim form, but do not forget to make a reference to the second claim form under point **7**. Empty fields are to be crossed over on the second claim form.

Please mark the type of ticket you travelled with:

- 9** Ticket, rail pass,
- 10** group ticket,
- 11** START Klub Bónusz card, START Klub Prémium card or START Klub VIP card,
- 12** railway staff card.

Please choose from points **13** - **15** the type of payment required:

- 13** The travel voucher issued by MÁV-START can be used for purchasing national and international tickets, rail passes or START Klub card, which gives a 50% price reduction of the total fare. You can pay with our travel voucher at sales points and ticket offices of MÁV-START within a period of one year starting on the day of issue marked on the back of the voucher.
- 14** If you opt for a money transfer to your bank account, please provide the name of your bank and the number of your bank account under point **21**.
- 15** Please tick this box only in case you wish to receive the money via post.

Please provide your personal data:

- 16** Family name and first name.
- 17** Address (post code, town, street, number, building, stock, door).
- 18** Phone number (at which you are available during the day).
- 19** E-mail address (please provide your e-mail address for more rapid administration).
- 20** If you opt for money transfer at point **14**, please provide the name of your bank and the bank account number. You are kindly requested to provide the number of your bank account, because the bank transfer will not be fulfilled by the bank if the name given under point **16** and the registered name for the bank account are not the same.
- 21** If you have a bank account registered outside Hungary, please provide the IBAN code and the SWIFT code.
- 22** Please also provide the currency of the bank account in case it is a foreign bank account registered outside of Hungary.
- 23** If when buying the ticket the invoice was made out to the name of a company, please provide the tax registration number of the company in question.

**With my signature, I authorise MÁV-START Co. to use my above stated personal data in order to process them according to my request, and if necessary to forward them to a data processor, or to send them to other railway undertakings involved in the interest of investigating my claim. I declare that my personal data are correct and the attached tickets are my own property. We wish to call your attention to the fact that without receiving your personal data and signature we cannot settle the payment.**

**MÁV-START Zrt.**