

## Customer Complaint Form

Please send this form to:

Deutsche Touring GmbH  
Complaints Department  
Frankfurter Straße 10 – 14  
65760 Eschborn  
Germany

### Passenger Details:

Responsible ticket center: \_\_\_\_\_

Name and surname: \_\_\_\_\_

Street: \_\_\_\_\_

ZIP code: \_\_\_\_\_

City: \_\_\_\_\_

Mobile number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Travel date/bus line: \_\_\_\_\_

Ticket number: \_\_\_\_\_

### Reason for complaint:

- ☐ Delay of 90 minutes
- ☐ Delay of 120 minutes
- ☐ Cancellation of transport

### Other remarks:

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**Documents sent in:**

<input type="checkbox"/> Ticket	Price: _____
<input type="checkbox"/> Invoice hotel	Total amount: _____
<input type="checkbox"/> Receipt food & beverage	Total amount: _____
<input type="checkbox"/> Other documents	Total amount: _____

Required refund amount: \_\_\_\_\_

**Banking details:**

Account holder: \_\_\_\_\_

Bank: \_\_\_\_\_

IBAN: \_\_\_\_\_

BIC: \_\_\_\_\_

\_\_\_\_\_  
Signature / Date (passenger)

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**For internal use only (Deutsche Touring GmbH)**

**Customer complaint form check:**

- ☐ agreed
- ☐ rejected

Reason: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Paid amount: \_\_\_\_\_

\_\_\_\_\_  
Signature / Date (Deutsche Touring GmbH)