

When you want to lodge a complaint to The Appeal Board for Bus, Train and Metro we hereby can inform you that first of all you need to send a complaint to the transport company, which gave you the fine for travelling without a valid ticket or with which you have a dispute.

After their response you can complain to the Appeal Board for Bus, Train and Metro.

You have to pay a fee for the handling procedure in the appeal board.

The fee is 160 Danish kroner, unless the complaint regards a smaller amount than 160 kroner. Then the fee is 80 kroner.

The fee has been settled in accordance with the law of consumer's complaint (lov om forbrugerklager).

If you decide to lodge a complaint and you win the case, the fee will be repaid to you, but if you lose the case, the fee will not be repaid.

The English complaint form has to be filled out in a Scandinavian language (Danish, Swedish, Norwegian) or in English. You can also complain directly at this website [www.abtm.dk/klageskema](http://www.abtm.dk/klageskema) in a Scandinavian language or in English.

When you transfer the complaint fee from abroad, the account is:

IBAN **DK6630000012040768**  
BIC/SWIFT **DABADKKK**

Full name and address of the bank:

**Danske Bank**  
**Holmens Kanal 2-12**  
**1092 København K**