

Thank you for your inquiry

Before submitting a complaint to The Appeal Board for Bus, Train and Metro it is **mandatory** to complain to the transport company first and await their decision.

After their decision you can complain to us. Please note, that you have to pay a fee for the handling procedure in the appeal board, and that we need for you to fill out a complaint form.

The fee is 160 DKK and has been settled in accordance with the law of consumer's complaint (lov om forbrugerklager) and approved by the responsible Minister.

If you win the case, the complaint fee will be repaid to you. Please transfer the money via your Danish bank, if you live in Denmark. The reg. number is: 4183 12040768

If you don't live in Denmark and transfer the money from abroad, the account to use is as follows:

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

Full name and address of the bank:

Danske Bank
Holmens Kanal 2-12
1092 København K