

1 **Complaint: toll statement**

- 2 Please complete this form on a computer. If you do not have access to a computer, please write in clearly legible block capitals. Mark applicable boxes. You must complete all boxes marked with an asterisk (*).
- 3 Customer data
- 4 User ID
- 5 Company (with legal form) or name
- 6 House number, street
- 7 Postcode
- 8 City
- 9 Country
- 10 Contact (surname, forename)
- 11 Telephone
(please include country code and area code)
- 12 Invoice e-mail address
- 13 Toll statement details
Toll statement details (cont.)
- 14 Toll statement No.
- 15 Complaint
- 16 Licence plate
- 17 Log-on No.
- 18 Date of journey
- 19 Day Month Year
- 20 Reason for the complaint
- 21 Incorrect distance stated
- 22 Wrong emission class
- 23 Incorrect toll amount
- 24 Toll paid twice
Please provide the second log-on number
- 25 Other reasons
- 26 Please add a short description.
- 27 If you have additional complaints, please use a separate form.
- 28 Amount challenged
- 29 euro
- 30 Comments
- 31 Evidence / Enclosures *
- 32 Log-on receipt (copy)
- 33 Vehicle registration certificate, Part I, or current vehicle tax document (copy)
- 34 Other
- 35 Appeals must be made in writing to Toll Collect GmbH within two months.
After two months have passed, the data are deleted in accordance with the German Federal Trunk Road Toll Act (BFStrMG).
- 36 I hereby confirm that all the information I have provided is accurate and complete.
Toll Collect GmbH will store, process and use your data only for complaint-related purposes.
- 37 Place, date
- 38 Signature, company stamp
- 39 Please send the form, with an authorised signature and official company stamp, to: Toll Collect GmbH, Customer Service, Postfach 11 03 29, 10833 Berlin, Germany.
- 99 * Required field