



### 1 Log-on or cancellation complaints

- 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 Company (with legal form) or name
- 5 House number, street
- 6 Postcode
- 7 City
- 8 Country
- 9 Telephone  
(please include country code and area code)
- 10 E-mail
- 11 Bank details
- 12 Toll to be refunded may be subject to transfer fees for banks when being transferred abroad.
- 13 Account holder
- 14 IBAN (International Bank Account Number)
- 15 BIC (Bank Identifier Code)
- 16 If you do not have an IBAN/BIC, please complete the following fields.
- 17 Account number
- 18 Bank Sort Code
- 19 SWIFT (Society for Worldwide Interbank Financial Telecommunication)-Code
- 20 Log-on/cancellation details
- 21 Log-on options
- 22 via the app
- 23 online
- 24 at the toll terminal
- 25 Details of the toll terminal
- 26 Terminal ID
- 27 Further log-on/cancellation details
- 28 Date/time
- 29 Day Month Year Hour Minute
- 30 No cancellation attempt
- 31 Full cancellation
- 32 Part cancellation
- 33 New end point
- 34 Details of the log-on receipt / cancellation document
- 35 Log-on number / cancellation number (see receipt)
- 36 Start of validity  
Log-on receipt
- 37 End of validity  
Log-on receipt
- 38 Licence plate
- 39 I did not receive the log-on receipt.
- 40 Reason for the complaint
- 41 Please attach your receipts to the form.
- 42 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).
- 43 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.
- 44 Place, date
- 45 Signature, company stamp
- 46 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

