



1 **Complaint: toll statement**

- 2 Please fill out this form completely. If you do not have access to a PC, tablet or smartphone, please write in clearly legible block capitals. Required fields are marked with *.
- 3 Customer data
- 4 Customer number
- 5 Company (with legal form) or name
- 6 House number, street
- 7 Postcode
- 8 City
- 9 Country
- 10 Contact person (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 Please add a short description.
- 25 Toll paid twice
Please provide the second log-on number
- 26 Other reasons
- 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 Complaints must be submitted in writing to Toll Collect GmbH within two months. After two months have passed, the data is deleted.
- 36 I hereby confirm that all the information I have provided is accurate and complete.
Toll Collect GmbH will use your data exclusively for complaint-related purposes.
I accept the general standard terms and conditions of Toll Collect GmbH. These are available online at www.toll-collect.de/en/toll_collect/AGB.html or can be requested from Toll Collect GmbH (calls from within Germany: 0800 222 2628, calls from outside Germany: 008000 222 2628 (free of charge, mobile network charges may vary)).
** free call, mobile phone charges may vary
- 37 Place, date
- 38 Signature, company stamp
- 39 Please send the form with an authorised signature and official company stamp by e-mail to service@toll-collect.de or by post to Toll Collect GmbH, Customer Service, Postfach 11 03 29, 10833 Berlin, Germany
- 99 * Required field

