

**Liste externe des interlocuteurs des services clientèles
responsables pour le trafic international**

**Externe Liste der Ansprechpartner der für den internationalen Verkehr
zuständigen Kundendienststellen**

**External list of contact persons of customer service departments
responsible for the international traffic**

| ISO *) | EF / EO EVU / AV RU / BU ^{†)} | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|--------|--|---|---|---|
| BG | BDŽ | bdz_passengers@bdz.bg | BDZ Passengers EOOD Ivan Vazov Str. 3 BG 1080 SOFIA BULGARIA | Bulgarian |
| RO | CFR Călători | petitii@cfrcalatori.ro | SNTFC CFR Calatori SA Relatii cu Publicul Etaj 5, cam. 47 B-dul Dinicu Golescu, nr. 38 Sector1, cod postal 010873 BUCURESTI ROMANIA | Romana English |
| CZ | ČD All PRR compensations and other refunds | osobnipreprava@opt.cd.cz Questions concerning PRR: info@cd.cz | Ceske drahy, a.s. (Czech Railways) Oductovna prepravnich trzeb (Accounting Department) Oddeleni osobni prepravy – mezinarodni (Division of International Transportation) Videnska 15 CZ-772 11 OLOMOUC CZECH REPUBLIC | Czech Slovak English German Russian |
| CZ | ČD Complaints regarding quality and questions only | stiznosti@gr.cd.cz | Ceske drahy, a.s. (Czech Railways) Zakaznicka pece (Customer Service) P.O.Box 24, CZ-110 15 PRAHA 1 CZECH REPUBLIC | Czech Slovak English German Russian |
| LU | CFL | PRR.AV@CFL.LU | CFL Service Activité Voyageurs Trains 16, boulevard d'Avranches L-1160 LUXEMBOURG LUXEMBOURG | Letzebuergesch French German English |

- + EF = Entreprise de transport ferroviaire, EVU = Eisenbahnverkehrsunternehmen ; RU = Railway undertaking
+ EO = Entité d'offre, AV = Angebotsverband, BU = Business Unit

| ISO *) | EF / EO EVU / AV RU / BU *) | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|--------|---|--|--|---------------------------------------|
| PT | CP | lpfarias@cp.pt | Relações Internacionais CP - Comboios de Portugal Calçada do Duque, n.º 20 1249-109 Lisboa PORTUGAL | Portuguese English |
| DE | DB long- distance trains and regional trains in Germany | For delay compensation requests only / Nur für Anträge auf Entschädigung wg. Verspätung/Pour les demandes de compensations retard uniquement: www.bahn.de/hilfe | Servicecenter Fahrgastrechte DE-60647 FRANKFURT AM MAIN GERMANY | German English |
| DE | DB long- distance trains | Complaints and other questions/Beschwerden und sonstige Fragen/Plaintes et autres questions: www.bahn.de/hilfe | DB Fernverkehr AG Kundendialog International Postfach 12 06 55 DE-10596 BERLIN GERMANY | German English |
| DE | DB regional trains | For other questions/Für sonstige Fragen/Pour tout autre motif: kundendialog.mitte@deutschebahn.com | DB Regio AG Region Mitte Postfach 100863 DE-68008 Mannheim GERMANY | German English |
| DK | DSB | kundesint@dsb.dk | DSB Kundecenter Kundehenvendelser Udland Postboks 363 DK-2630 Taastrup DENMARK | Danish German English |
| NL | Eurail Group B.V. | cs_sme@eurail.com | Eurail Group B.V. Int. Business Reply Service I.B.R.S. / C.C.R.I. Number 7 3500 ZA UTRECHT THE NETHERLANDS | English French German Dutch |
| GB | Eurostar | https://help.eurostar.com/email/?lang=en#/ https://help.eurostar.com/email/?lang=fr https://help.eurostar.com/email/?lang=nl | Eurostar Traveller Care Kent House 81 Station Road ASHFORD, Kent TN23 1AP UNITED KINGDOM | English French Flemish Dutch |
| IT | FS TRENITALIA | - For reimbursement: http://reclami-e-suggerimenti.trenitalia.com/rimborsi/en/Anagrafica.aspx - For other claims: http://reclami-e-suggerimenti.trenitalia.com/Reclami/en/Anagrafica.aspx | Trenitalia After Sales Department Piazza della Croce Rossa 1 00161 ROMA ITALY | Italian English |
| IT | TRENITALIA- FRANCE | https://cloud.mc.trenitalia.fr/complaint?lang=fr | Trenitalia France – Service Clients B.P. N° 10308 75563 PARIS CEDEX 12, France | Italian French English |

| ISO *) | EF / EO EVU / AV RU / BU ^{+))} | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|--------|--|---|--|----------------------------------|
| HU | Gysev | eszrevetel@gysev.hu info@gysev.hu | Gysev Zrt. Mátyás Király utca 19. H-9400 SOPRON HUNGARY | Hungarian German English |
| GR | Hellenic Train | https://www.hellenictrain.gr/en/contact-us +30 2130121011 | | |
| HR | HŽ Putnički prijevoz | reklamacije@hzpp.hr | HŽ Putnički prijevoz Strojarska 11 10 000 ZAGREB CROATIA | Croatian English German |
| LV | LDZ | cargo@ldz.lv +371 67234637 | SIA "LDZ CARGO" Dzirnavu st 147 k-1 LV-1050 Latvia | Latvian English Russian |
| LT | LTG Link | informacija@ltglink.lt +370 700 55111 | LTG Link Gelezinkelio st 16 LT-02100 Vilnius Lithuania | Lithuanian English Russian |
| FR | LYRIA | jebo@lyria.com | Lyria 25 rue de Titon 75011 PARIS FRANCE | French English German |
| CH | LYRIA → SBB | jebo@lyria.com | Lyria SAS Paris C/O (Bureau d'information) Lyria Waisenhausplatz 22 3011 BERN SWITZERLAND | German French English |
| HU | MÁV Passenger Transport | eszrevetel@mavcsoport.hu informacio@mavcsoport.hu Tel. +36 1 349 4949 Fax +36 1 511 2093 | P.O. Box 56 H-1426 BUDAPEST HUNGARY | English German Hungarian |
| NL | NS | www.ns.nl/en/customer-service | NS International Servicecenter backoffice Postbus 2552 3500 GN UTRECHT THE NETHERLANDS | English German Dutch |
| NO | Go-Ahead Nordic VY Tog SJ Nord | international.complaints@entur.org | Entur AS Postboks 812 2626 LILLE HAMMER NORWAY | Norwegian English |

| ISO *) | EF / EO EVU / AV RU / BU ^{†)} | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|--------|--|---|---|--------------------------------------|
| AT | ÖBB | <u>Chatbot - Refundierung - ÖBB (oebb.at)</u> or English version : <u>Refundierung - ÖBB (oebb.at)</u> | ÖBB Kundenservice Abt. Erstattung/Beschwerden Postfach 222 Lassallestraße 5 1020 Wien AUSTRIA | German English French |
| PL | PKP Intercity | <u>reklamacje@intercity.pl</u> | “PKP Intercity” SA Aleje Jerozolimskie 142A PL-02-305 WARSZAWA POLAND | Polish German English |
| ES | Dirección General de Renfe Viajeros | <u>posventaviajeros@renfe.es</u> | Jefatura de Área de Calidad, Posventa y Normativa Comercial Dirección de Comercial Avda. Ciudad de Barcelona, 8 2ª, 28007 Madrid SPAIN | Spanish French English |
| CH | SBB/CFF/FFS | <u>https://www.sbb.ch/kontakt</u> | Schweizerische Bundesbahnen SBB Markt Personenverkehr Kundendienst Postfach CH-3000 BERN 65 SWITZERLAND | German French English |
| SE | SJ | <u>internationalcomplaints.se@silverrailtech.com</u> | SilverRail Technologies AB, Box 258, SE-601 04 Norrköping | Swedish English |
| BE | SNCB | <u>http://www.b-europe.com/service-clientele</u> | SNCB Customer Care International 10-14 – B-MS.1425 Avenue de la Porte de Hal 40 B – 1060 BRUXELLES BELGIUM | French English Dutch German |
| FR | SNCF | For delay compensation requests only/ Nur für Anträge auf Entschädigungen wg. Verspätungen/Pour les demandes de compensations retard uniquement <u>https://www.sncf- voyageurs.com/fr/contactez- nous/reclamation-voyage/</u> | Service G30 SNCF CS 69150 14949 CAEN Cedex 9 FRANCE | French |
| FR | SNCF | For other questions/Für sonstige Fragen/Pour tout autre motif <u>https://www.sncf- voyageurs.com/fr/contactez- nous/reclamation-voyage/</u> | Service Relations Clients SNCF F – 62973 ARRAS Cedex 9 FRANCE | French English |
| SI | SZ | <u>pritozbe.pohvale@slo-zeleznice.si</u> | SŽ-Potniški promet, d.o.o. Pritožbe in pohvale Kolodvorska ul. 11 1000 LJUBLJANA SLOVENIA | Slovenian English |

| ISO *) | EF / EO EVU / AV RU / BU ^{+))} | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|---------------|--|---|---|--------------------------------------|
| BE | Thalys International | https://www.thalys.com/be/fr/aide/contact Tel. +32 (0) 70 66 77 88 (0.40€/min) | Thalys International Customer Service B.P. 14 1050 BRUXELLES 5 BELGIUM | French English German Dutch |
| DE | Thalys International | https://www.thalys.com/de/de/hilfe/kontakte Tel.: +49 (0) 1 807 07 07 07 (0.42€/min aus dem Festnetz der Telekom) | Thalys International Customer Service B.P. 14 1050 BRUXELLES 5 BELGIUM | French German Dutch English |
| FR | Thalys International | https://www.thalys.com/fr/fr/aide/contact Tel. +33 (0) 825.84.25.97 (0,40€/min depuis un poste fixe en France) | Thalys International Service Clientèle B.P. 14 1050 BRUXELLES 5 BELGIUM | English French German Dutch |
| NL / EN | Thalys International | https://www.thalys.com/nl/nl/hulp/contact Tel. 0 900 667 78 88 (0,30€/Tarif international) | Thalys International Klantendienst Postbus 14 1050 BRUSSEL 5 BELGIË | French German English Dutch |
| FI | VR | Feedback https://www.vr.fi/en/feedback Customer support number: +358 923 192 902 | VR Customer Service PL 488 FI-00096 VR Finland | Finish Swedish English |
| SK | ZSSK | reklamacie@slovakrail.sk | Železničná spoločnosť Slovensko a.s. Úsek obchodu Oddelenie zákazníckych podaní Rožňavská 1 SK-83272 Bratislava SLOVAKIA | Slovak German English |

*) ISO codes pays / Ländercodes / country codes

| Code | English | Français | Deutsch |
|------|----------------|--------------------|-----------------------|
| AT | Austria | Autriche | Österreich |
| BE | Belgium | Belgique | Belgien |
| BG | Bulgaria | Bulgarie | Bulgarien |
| CH | Switzerland | Suisse | Schweiz |
| CZ | Czech Republic | République tchèque | Tschechische Republik |
| DE | Germany | Allemagne | Deutschland |
| DK | Denmark | Danemark | Dänemark |
| ES | Spain | Espagne | Spanien |
| FI | Finland | Finlande | Finnland |

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|----|-----------------|---------------------|------------------------|
| FR | France | France | Frankreich |
| GB | United Kingdom | Royaume-Uni | Vereinigtes Königreich |
| GR | Greece | Grèce | Griechenland |
| HR | Croatia | Croatie | Kroatien |
| HU | Hungary | Hongrie | Ungarn |
| IT | Italy | Italie | Italien |
| LT | Lithuania | Lituanie | Litauen |
| LV | Latvia | Lettonie | Lettland |
| LU | Luxembourg | Luxembourg | Luxemburg |
| NL | Netherlands | Pays-Bas | Niederlande |
| NO | Norway | Norvège | Norwegen |
| PL | Poland | Pologne | Polen |
| PT | Portugal | Portugal | Portugal |
| RO | Romania | Roumanie | Rumänien |
| SE | Sweden | Suède | Schweden |
| SI | Slovenia | Slovénie | Slowenien |
| SK | Slovak Republic | République slovaque | Slowakische Republik |