

COMPLAINT FORM TO BE SENT BY REGISTERED MAIL WITH RETURN RECEIPT TO:

ITALO - Nuovo Trasporto Viaggiatori S.p.A.
Via Casilina 1, 00182, Rome, ITALY
For the attention of the Complaints Management Department

Details of the person submitting the complaint

Name: _____

Surname: _____

Company name (if not an individual): _____

Address: _____

Zip Code: _____

City: _____

Country: ____

E-mail (mandatory): _____

Phone (optional): _____

User Details (if different from the person filing the complaint) and of any other passengers

Name: _____

Surname: _____

Name: _____

Surname: _____

Name: _____

Surname: _____

Name: _____

Surname: _____

Name: _____

Surname: _____

TRIP DETAILS

Ticket Code: _____

Departure Station: _____

Arrival Station: _____

Scheduled Departure time: _____

Actual Departure time: _____

Scheduled Arrival time: _____

Actual Arrival time: _____

Please tick the relevant complaint category¹

- Bicycle transportation (Art. 6 Regulation (EU) No. 2021/782)
- Derogation and restrictive clauses in the transport contract (art. 7 Regulation (EU) No. 2021/782)
- Information on service cancellations (Art. 8 Regulation (EU) No. 2021/782)
- Travel information (Art. 9 Regulation (EU) No. 2021/782)
- Ticket sales methods (Art. 11 Regulation (EU) No. 2021/782)
- Combined tickets (Art. 12 Regulation (EU) No. 2021/782)
- Prepayments (Art. 15 Regulation (EU) No. 2021/782)
- Delays, missed connections and cancellations (Art. 18 Regulation (EU) No. 2021/782)
- Late arrival (Art. 19 Regulation (EU) No. 2021/782)

Lack of assistance to the passenger:

- Information assistance (Art. 20 paragraph 1 Regulation (EU) No. 2021/782)
- Material assistance (Art. 20 paragraph 2 Regulation (EU) No. 2021/782)
- Delay certification (Art. 20 paragraph 4 Regulation (EU) No. 2021/782)
- Missed connection certification (Art. 20 paragraph 4 Regulation (EU) No. 2021/782)
- Cancellation certificate (Art. 20 paragraph 4 Regulation (EU) No. 2021/782)

Protection of the right to transport for persons with disabilities or reduced mobility:

- at the station
- on board

- Personal safety measures for passengers (Art. 27 Regulation (EU) No. 2021/782)
- Claims handling (Art. 28 Regulation (EU) No. 2021/782)
- Service quality (Art. 29 Regulation (EU) No. 2021/782)
- Information on passenger rights (Art. 30 Regulation (EU) No. 2021/782)
- Other

For information on passengers' rights under Regulation (EU) No. 2021/782, please refer to the [Complaints Management link](#) ("Check the PASSENGERS' RIGHTS")

¹ You can select one or more reasons for complaint

Complaint description

Please describe consistently, in block letters, what happened with the reported complaint hypotheses: _____

Complaint description

Please list any attachments: _____

LEGIBLE SIGNATURE of the person submitting the complaint

ATTENTION: attach a proxy and a copy of the user's ID if the complaint is submitted by someone other than the user

Place:

Date: