



# Passenger Claims Conference

*Wednesday  
22 September  
2021*

The CIT and UIC have great pleasure in inviting the staff of claims, sales and legal departments of their members to the Passenger Claims Departments' Conference to be held online on Wednesday 22 September 2021.

*Limited to CIT and UIC members*

## Invitation

The CIT and UIC have great pleasure in inviting the staff of claims, sales and legal departments of their members to the Passenger Claims Departments' Conference to be held on Wednesday, 22 September 2021 as online meeting. The main topics of the conference this year will be "New developments and digitalisation in claim handling process".

During the first session, participants will be given an overview on claim handling from the legal point of view with analyses of the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV), the Regulation (EC) No 1371/2007 on rail passengers' rights and obligations (PRR) and the CIT's Agreement concerning the Relationship between Transport Undertakings in respect of International Passenger Traffic by Rail (AIV). Outcomes of the PRR Recast (Regulation (EU) 2021/782) related to the claim handling process and to the claim form will also be tackled.

The second part of the Conference will be dedicated to digitalisation. Digitalisation in the rail sector affects indeed also claim handling processes. Challenging issues include online submission of claim forms, online claim interfaces and automation in processing of claim handling. Different speakers coming from the railway sector will thus present practically how they deal with those new technical solutions in claim handling processes and after-sale procedures.

This will be followed by a presentation on CIT's contribution in the development of a new EU-Claim Form, followed by an overview of CIT's products which are of interest for customer services, including the revised Manual on Data Protection (MDP), amendments to the AIV and to the Manual for International Rail Tickets (MIRT) and other useful information coming from the CIT.

The highlight of the conference will be the workshop dealing this time specifically with the cases conditioned by huge travel restrictions caused by the pandemic situation, giving participants the possibility to discuss unclarified or disputed cases.

## Programme

09.00	Opening	Isabelle Saintilan
09.10	Welcome speech of UIC Passenger Director	Marc Guigon
09.30	<b>Claim handling processes and current CIV, PRR and AIV</b>	Oliver Hirschfeld
09:50	<b>PRR recast - claim handling processes and claim form</b>	Isabelle Saintilan
10.10	<b>Passenger rights claim at DB – focus on digitalization and automation with new technical solutions</b>	Jessica Hamburger/ Torsten Zapf
10.30	<b>Automation and self-service for happier customers at SJ</b>	Katarina Nyman/ Frida Walker
10.50	Questions and discussion	
11.10	Break	
11.20	<b>Email management in claim handling process within the Czech Railways</b>	Jana Peléšková
11.40	<b>Digitalisation of claims handling – Eurostar’s experience</b>	James Blackwood/ Matt Elvey
12.00	<b>New challenges: Digital automation of Renfe claims</b>	José Carlos Bravo Garcia/ Angel De la Villa
12.20	Questions and discussion	
12.40	Lunch	
13.40	<b>Development of a new EU Claim form and updates in CIT’s products (MDP, AIV, MIRT etc.)</b>	Sandra Dobler Jan Vávra
14.00	<b>Workshop</b> <ul style="list-style-type: none"> <li>▪ Assistance provided to passengers during Covid-19 pandemic</li> <li>▪ Administrative restrictions and journey continuation</li> </ul>	Kris Vierstraete Isabelle Saintilan Oliver Hirschfeld
15.30	Summary and closing remarks	Isabelle Saintilan
16.00	Closure of the event	Isabelle Saintilan

## Speakers / Moderators

**James Blackwood**

Head of Customer  
Contact  
EUROSTAR

**Sandra Dobler**

Senior Legal Adviser  
Passenger Transportation  
CIT

**Jessica Hamburger**

Senior Consultant Customer Care  
Management – PRR and complaint  
DB

**Jana Peleskova**

International tariff and conditions of  
carriage expert  
CD

**Kris Vierstraete**

Customer Care International  
Team Coordinator  
SNCB

**José Carlos Bravo Garcia**

Commercial Technical Staff After-  
Sales Service  
RENFE

**Matt Elvey**

Digital Optimisation & Technical  
Improvement Analyst  
EUROSTAR

**Oliver Hirschfeld**

Legal Counsel and Mediator  
Legal affairs passenger transport  
DB

**Isabelle Saintilan**

Legal Counsel for Passenger  
Matters  
SNCF

**Frida Walker**

Manager Customer Service  
Development  
SJ

**Angel De la Villa**

Head of After-Sales  
Service  
RENFE

**Marc Guigon**

Director of Passenger  
Department  
UIC

**Katarina Nyman**

Manager Self-Service and  
Development  
SJ

**Jan Vávra**

Expert  
Passenger Transportation  
CIT

**Torsten Zapf**

Head of Department-  
Servicecenter Fahrgastrechte  
DB

## General Information

### Languages

The conference and workshop will be held in English.

### Location of the event

The Conference and the workshop will be streamed online on MS Teams conference tool. The link to the conference will be sent one week in advance.

### Registration

**Must be made until 3 September 2021**

E-mail: [loic.gioria\(at\)cit-rail.org](mailto:loic.gioria@cit-rail.org)

Fax: +41 31 350 01 99

### Access to the conference

The conference is limited to CIT and UIC members. Participation is free of charge.

### Further information

The General Secretariat of the CIT will be pleased to provide you with further information:

Tel. +41 31 350 01 90

[info\(at\)cit-rail.org](mailto:info@cit-rail.org)

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**International Rail Transport Committee (CIT)**  
**Comité international des transports ferroviaires (CIT)**  
**Internationales Eisenbahntransportkomitee (CIT)**

Weltpoststrasse 20

CH-3015 Bern

[www.cit-rail.org](http://www.cit-rail.org)

[info\(at\)cit-rail.org](mailto:info@cit-rail.org)

Tél. +41 31 350 01 90

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**International Union of Railways (UIC)**  
**Union internationale des chemins de fer (UIC)**  
**Internationaler Eisenbahnverband (UIC)**

16 rue Jean Rey

FR-75015 Paris

[www.uic.org](http://www.uic.org)

Tel : +3 31 44 49 20 20