

**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	Romanian 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	Participating RUs in Germany Long-distance and regional trains	For delay compensation requests only / Nur für Anträge auf Entschädigung wg. Verspätung/Pour les demandes de compensations retard uniquement	Servicecenter Fahrgastrechte 60647 FRANKFURT AM MAIN GERMANY	German English
DE	DB long- distance trains	For other questions/Für sonstige Fragen/Pour tout autre motif: ticketerstattung.int@deutschebahn.com	DB Fernverkehr AG Kundendialog International Postfach 10 06 13 D-96058 BAMBERG 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 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 international limited <small>(operating Eurostar services to and from London)</small>	https://help.eurostar.com/email/?lang=en#/ https://help.eurostar.com/email?lang=fr https://help.eurostar.com/email?lang=nl https://help.eurostar.com/email?lang=de	Eurostar Traveller Care Team 2nd Floor Kent House 81 Station Road Ashford, Kent TN23 1AP United Kingdom	English French Dutch German
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-START	eszrevetel@mav-start.hu informacio@mav-start.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-Personenverkehr AG Fahrgastrechte Postfach 75 A-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/de/hilfe-und-kontakt/kundendienst/kritik-lob/reklamation.html?stepId=2.3</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.com/en/customer-service/complaints</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.com/en/customer-service/complaints</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	THI Factory (operating Eurostar services between Belgium, France, Germany and the Netherlands)	https://help.eurostar.com/email/?lang=en#/ https://help.eurostar.com/email?lang=fr https://help.eurostar.com/email?lang=nl https://help.eurostar.com/email?lang=de	Customer Service – Complaints and suggestions – PO Box 14 – B-1050 Brussels	French English German Dutch
DE	THI Factory (operating Eurostar services between Belgium, France, Germany and the Netherlands)	https://help.eurostar.com/email?lang=de	Customer Service – Complaints and suggestions – PO Box 14 – B-1050 Brussels	German
FR	THI Factory (operating Eurostar services between Belgium, France, Germany and the Netherlands)	https://help.eurostar.com/email?lang=fr	Customer Service – Complaints and suggestions – PO Box 14 – B-1050 Brussels	French
NL / EN	THI Factory (operating Eurostar services between Belgium, France, Germany and the Netherlands)	https://help.eurostar.com/email?lang=nl https://help.eurostar.com/email/?lang=en#/	Customer Service – Complaints and suggestions – PO Box 14 – B-1050 Brussels	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

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