



Passenger Claims Conference



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**24 September 2025,
Wednesday,
Copenhagen (DK)**

CIT and UIC have great pleasure in inviting their members at the Passenger Claims Conference in Copenhagen (Denmark).

An event dedicated to members of claims, sales or legal departments.



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Invitation

The International Rail Transport Committee (CIT) and the International Union of Railways (UIC), with the kind support of Danish Railways (DSB), are pleased to invite staff from the claims, sales, and legal departments of their member organisations to the Passenger Claims Conference, which will take place in person in **Copenhagen (Denmark)** on Wednesday, **24 September 2025**.

This year's main topic of the conference is the role of mediation, conciliation, and arbitration in resolving passenger-related disputes.

The first session will provide a general overview of these alternative dispute resolution methods, followed by contributions from railway sector representatives who will present practical examples of how mediation is implemented in their countries and companies.

The second session will focus on the timelessly relevant topic of the legal implications of force majeure in passenger transport, including examples of how railway undertakings deal with extraordinary events in practice. This will be complemented by a presentation of UIC's technical work on supporting multimodal journeys and implementing real-time timetable data to enhance the passenger experience.

The highlight of the conference will be a workshop, including an interactive session on the conference topics, followed by case analyses. These will cover typical and complex cases currently faced by claims handling departments, including a case study on resolving passenger claims through mediation, conciliation, and arbitration.

Participants will also have the opportunity this time to join an optional online training session on claims handling and CIT's Agreement on Claims Handling (AIV), scheduled one week prior to the conference (17 September). This session will serve as a valuable complement to the case discussions held during the conference.

The conference offers a unique opportunity for networking, knowledge exchange, and open discussion on unresolved issues and disputed cases.

Programme

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| 09.00 | Opening | Isabelle Saintilan (Eurostar) |
| 09.10 | Welcome speeches by a member of the CIT Executive Committee, the UIC Passenger Director, and the DSB Executive Vice President Commercial | Alberto Gallo (CIT Executive Committee) Bertrand Minary (UIC) Jens Visholm Uglebjerg (DSB) |
| 09.30 | The role of mediation, conciliation, and arbitration in resolving passenger-related disputes | Oliver Hirschfeld (DB) |
| 09.50 | The Dutch experience with alternative dispute resolution in rail passenger claims | Willem Maarten van Luijn (NS) |
| 10.10 | The German experience with mediation and arbitration in rail passenger claims | Ulrike Fiedler (DB) |
| 10.30 | The Danish experience with mediation and arbitration in rail passenger claims and function of “ <i>DSB Customer Ambassador</i> ” | Lone Fruerskov Andersen (DSB) |
| 10.50 | Break | |
| 11.20 | DSB’s project of deployment of a robot in claims handling and the use of AI in DSB | Kim Bøgholt Max Petersen (DSB) |
| 11.40 | UIC works on Rail & Multimodality approach for sales, distribution and ticketing and UIC technical platform to support passenger’s experience | Bertrand Minary (UIC) Fabrice Setta (UIC) |
| 12.00 | Legal implication of force majeure in passenger transport | Nina Scherf (CIT) |
| 12.20 | Practical application of force majeure and dealing with extraordinary events at DB Fernverkehr | Jessica Hamburger (DB) |
| 12.40 | Lunch | |
| 13.40 | Interactive survey | Jan Vávra (CIT) |
| 14.00 | Workshop <ul style="list-style-type: none"> Who should deal with claims (function of the issuing undertaking) Changes of passenger’s itinerary, strikes, force majeure Case studies of passenger claims resolved through mediation, conciliation and arbitration | Ulrike Fiedler Jessica Hamburger Oliver Hirschfeld Isabelle Saintilan Willem Maarten van Luijn |
| 15.20 | Summary and closing remarks | Isabelle Saintilan (Eurostar) |
| 15.30 | Closure of the event and goodbye coffee | |

Speakers / Moderators

Lone Fruerskov Andersen

Customer Ambassador
DSB

Ulrike Fiedler

Head of Team Central
Customer Dialogue
DB Dialog GmbH

Alberto Gallo

Member of the CIT Executive
Committee
Legal Department
Trenitalia S.p.A

Jessica Hamburger

Senior Expert Customer Care
Management
DB Fernverkehr AG

Oliver Hirschfeld

Corporate Lawyer
Legal Department
DB AG

Bertrand Minary

Passenger Director
UIC

Kim Bøgholt Max Petersen

Manager of Automation
The Automatisations Department
DSB

Isabelle Saintilan

Head of Stations and
Maintenance Regulatory
Strategy
EUROSTAR

Nina Scherf

Senior Legal Advisor
CIT

Fabrice Setta

Distribution Senior Advisor
Passenger Department
UIC

Jens Visholm Uglebjerg

Executive Vice President
Commercial
DSB

Willem Maarten van Luijn

Legal counsel/attorney at law
NS Groep N.V.

Jan Vávra

Expert Passenger Traffic
CIT

General Information

Languages

The conference and workshop will be held in English.

Location of the event

Bella Sky Conference & Event Centre

Martha Christensens Vej 10 - Entrance 3
DK-2300 Copenhagen S
Denmark

Registration

Must be made latest until 3 September 2025.

Please use enclosed registration form.

E-mail: [administration\(at\)cit-rail.org](mailto:administration(at)cit-rail.org)

Access to the conference

The conference is a joint session of the CIT and UIC and attendance is limited to CIT and UIC members. Participation is free of charge.

Getting to the event

The event will be held at the **Bella Sky Conference & Event Centre** in **Copenhagen**. How to get to the meeting place: [please click here](#).

Accommodation

As Denmark will hold the **Presidency of the Council of the European Union** in the second half of 2025, we kindly ask you to pre-book or book your hotel rooms as soon as possible. For accommodation options, please visit: <https://www.visitcopenhagen.com/hotels-copenhagen>. Participants may also consider booking accommodation in Malmö, Sweden, which is just a short 30-minute train ride from Copenhagen (via "Øresundståg").

Optional Online training on Claims handling/after-sales (AIV)

Participants of the conference are invited to attend an optional online training session on claims handling and after-sales (AIV), scheduled for Wednesday, 17 September 2025, from 09:30 to 10:30 a.m., one week prior to the conference. If you wish to attend, please indicate this by selecting the relevant option in the enclosed registration form. Registered participants will receive a Microsoft Teams link before the session.

Further information

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

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