

1 Log-on or cancellation complaints

- 2 Please fill out this form completely. If you do not have access to a PC, tablet or smartphone, please write in clearly legible block capitals. Required fields are marked with *.
- 3 Customer data
- 4 Company (with legal form) or name
- 5 House number, street
- 6 Postcode
- 7 City
- 8 Country
- 9 Telephone
(please include country code and area code)
- 10 E-mail
- 11 Bank details
- 12 Toll to be refunded may be subject to transfer fees for banks when being transferred abroad.
- 13 Account holder
- 14 IBAN (International Bank Account Number)
- 15 BIC (Bank Identifier Code)
- 16 If you do not have an IBAN/BIC, please complete the following fields.
- 17 Account number
- 18 Bank Sort Code
- 19 SWIFT (Society for Worldwide Interbank Financial Telecommunication)-Code
- 20 Log-on/cancellation details
- 21 Log-on options
- 22 via the app
- 23 online
- 24 Further log-on/cancellation details
- 25 Date/time
- 26 Day Month Year Hour Minute
- 27 No cancellation attempt
- 28 Full cancellation
- 29 Part cancellation
- 30 New end point
- 31 Details of the log-on receipt / cancellation document
- 32 Log-on number / cancellation number (see receipt)
- 33 Start of validity
Log-on receipt
- 34 End of validity
Log-on receipt
- 35 Licence plate
- 36 I did not receive the log-on receipt.
- 37 Reason for the complaint
- 38 Please attach your receipts to the form.
- 39 Complaints must be submitted in writing to Toll Collect GmbH within two months. After two months have passed, the data is deleted.
- 40 I hereby confirm that all the information I have provided is accurate and complete.
Toll Collect GmbH will use your data exclusively for complaint-related purposes.
I accept the general standard terms and conditions of Toll Collect GmbH. These are available online at www.toll-collect.de/en/toll_collect/AGB.html or can be requested from Toll Collect GmbH (calls from within Germany: 0800 222 2628, calls from outside Germany: 008000 222 2628 (free of charge, mobile network charges may vary)).
** free call, mobile phone charges may vary
- 41 Place, date
- 42 Signature, company stamp
- 43 Please send the form with an authorised signature and official company stamp by e-mail to service@toll-collect.de or by post to Toll Collect GmbH, Customer Service, Postfach 11 03 29, 10833 Berlin, Germany
- 99 * Required field