

Contact us


Remarks, suggestions, complaints

**Reserved for
Customer service SNCF**

**Please send your request
to the following address:**

**Service Relation Client SNCF
62 973 ARRAS Cedex 9**

Please send all documents we require to take up your request (tickets [not copies], receipts of any costs incurred [not copies] ...), **including bank details***.

 **If you are requesting the refund of a ticket purchased in a travel agency, please contact the agency which issued the ticket, directly.**

Your details: (fields marked * are mandatory)

Mrs Ms Mr Last name* : First name* :

Address* :

Post Code* : City* :

Home phone : Mobile :

Adresse électronique :

Your journey details : (fields marked * are mandatory)

If you have an SNCF discount card: (please enclose a copy)

Frequency season ticket Carte Escapades Carte Familles nombreuses
 Season ticket Carte 12-25 Carte Enfant Plus
 Carte Grand Voyageur Carte Senior Other

Railcard n° : Aucune

Date of journey* : __ / __ / __ Train n° :

Station of departure* : Station of arrival* :

Journey order ref. : (6-letter reference located at the bottom right of your ticket)

Type of train : TGV Intercités Other

Reason for your request :

 **for requests concerning home delivery or remote payment, please contact the ticket office**

Purchase

Fare
 Service
 Order
 Reservation withdrawal
 Exchange Refund.
 Journey cancellation

In station services

Home
 Display
 Information
 Comfort
 Cleanliness
 Ticket machines

During the journey

Fare
 Ticket inspection
 Welcome / Announcement
 Seating selection
 Comfort
 Cleanliness
 On board services
 Delay

Other

Information
 Access to the station
 Access to the train
 Customer care
 Disturbed circumstances
 Strike
 Garantie Voyage

The database used to process customer complaints was registered with the CNIL by SNCF (number: 1044548) in 2004. The information you provide enables SNCF to contact you in order to process your complaint. Mandatory data for this purpose are indicated with *. Your request cannot be processed if the mandatory fields have not been completed. Other information requested, for which an answer is optional, is intended to improve the quality of services offered. In accordance with clauses in articles 38 onwards of legislation 78-17 dated 6 January 1978 amended, you have the right to access, rectify and delete personal data, as well as the right of opposition for legitimate reasons. You may exercise these rights by contacting, **Service Relation Client SNCF 62973 Arras Cedex 9.**

