

## DID YOU ARRIVE MORE THAN 30 MINUTES LATE AT YOUR FINAL DESTINATION? IF YOUR JOURNEY INCLUDED TGV INOUI OR INTERCITÉS TRAINS, HERE'S WHAT TO DO.

No matter what caused the delay, you are entitled to compensation, and you have 90 days from your travel date to request it. This will be calculated based on the conditions stated on [www.sncf-voyageurs.com](http://www.sncf-voyageurs.com), in the section « Late arrivals ».

### YOUR CLAIM IN 3 STEPS

- 1 Please fill in the form below, in block capitals.
- 2 Attach a copy of your receipts for any additional expenses. **Keep our original tickets and supporting documents.** For compensation by bank or post office transfer (for any delay of 1h or more), please enclose bank details form (BIC IBAN).
- 3 Mail your G30 request, no later than 90 days after the end of the trip, in a stamped envelope to:

If the delay did not result in additional costs:

Service G30 SNCF Voyageurs - CS 69150 - 14949 CAEN Cedex 9 - FRANCE

If the delay resulted in additional costs, such as a hotel stay, transport or ticket purchase :

Service Relation Client SNCF Voyageurs - 62973 ARRAS Cedex 9 - FRANCE

**Note :** For « Forfait » subscribers without a booking, please group your requests together and send them at the end of the month, along with a copy of your subscription for the period.

Please note that it takes longer to process claims submitted by postal mail. For faster processing, send your request to <https://tout-oui.sncf.com/>

### CONTACT DETAILS

Mr  Ms

Surname \_\_\_\_\_

First name \_\_\_\_\_

Email \_\_\_\_\_ @ \_\_\_\_\_

Number     Street \_\_\_\_\_

Address complement \_\_\_\_\_

Zip code     City \_\_\_\_\_

Country \_\_\_\_\_

### YOUR ITINERARY

If you are member of Grand Voyageur loyalty program, please enter the number:

Booking reference (e.g. : SDNEVP)

Travel date

Number of travellers to be considered for compensation

Full name of travellers concerned :

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### TRAIN N°1

Train N°   |  |  |  |  |  |  

TGV INOUI  INTERCITÉS  OUIGO  TER  TGV LYRIA  OTHER (Specify):  \_\_\_\_\_

Departure station \_\_\_\_\_

Arrival station \_\_\_\_\_

### TRAIN N°2

Train N°   |  |  |  |  |  |  

TGV INOUI  INTERCITÉS  OUIGO  TER  TGV LYRIA  OTHER (Specify):  \_\_\_\_\_

Departure station \_\_\_\_\_

Arrival station \_\_\_\_\_

### TRAIN N°3

Train N°   |  |  |  |  |  |  

TGV INOUI  INTERCITÉS  OUIGO  TER  TGV LYRIA  OTHER (Specify):  \_\_\_\_\_

Departure station \_\_\_\_\_

Arrival station \_\_\_\_\_

The information requested above is collected by SNCF Voyageurs, in its capacity as data controller, in order to receive, record and process claims relating to your 'G30' guarantee and carry out satisfaction surveys concerning the processing of such claims. They are intended for the various SNCF Voyageurs departments in charge of processing your request, as well as for its subsidiary 'E-Voyageurs Technologies'. If the latter is wholly or partly owned by another European railway company, the information collected will be transferred to it where appropriate.

For more information on the processing of personal data under the G30 guarantee, please consult appendix 9 of the travel guarantee of our 'passenger fares' section.

You have the right to access, rectify, limit, port, delete and object to your personal data at any time (as well as the right to define the directives

applicable to the retention, deletion and communication of such data after your death) by contacting our Data Protection Officer via this link <https://snkf-portail.my.onetrust.com/webform/8cf4ca11-20b3-4a48-94e4-24d6e95ff839/bef182f4-c9d6-4d2a-8a59-54d209ea73df?Source=G30> or by post at the following address : SNCF Voyageurs - Équipe Protection des Données - 2 place de La Défense (CNIT 1) - BP 440 - 92 053 LA DEFENSE CEDEX - France.

In the event of a complaint, you can contact the Personal Data Protection Officer using the contact details given above. You also have the right to lodge a complaint to a supervisory authority (CNIL)

