Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Federal Department of the Environment,
Transport, Energy and Communications DETEC

Federal Office of Civil Aviation FOCA

March 2020

Passenger report form concerning Regulation (EC) No 1107/2006

1. We kindly ask you to fill in one report form per person and per case, sign it and send the form by post to the Federal Office of Civil Aviation FOCA, Passenger Rights, 3003 Bern, Switzerland or by E-mail to passengerrights@bazl.admin.ch. We cannot accept incomplete forms or forms not signed. Please add a copy of your reservations(s), of your ID and of the correspondence with the airline or airport. Please note that your report can only be treated if you already filed a complaint to the companies or airports concerned.

2. The FOCA is NOT responsible for enforcing individual claims under Regulation (EC) N° 1107/2006 against the air carrier or its agent(s), airports and/or the tour operators. Such civil claims must be asserted according to the general procedures of civil law applicable to the relevant case.

3. With you signature, you also agree that all your personal data can be saved, processed, used and transferred to the parties involved (airports, airlines, other National Enforcement Bodies). Your data will be used solely for the purpose of the treatment of your report.

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Paragraph A – your data and the one of the accompanying person

Surname, first name: _____

Address: _____

Postal code, City, Country: _____

Phone number: _____

E-mail address: _____

Kind of reduced mobility (facultative) _____

Airport, flight date, route: _____

Other persons travelling with you? _____

Number: _____

Were you pre-notified as a PRM?   yes   no

When did you make the notification? _____ (date)

To whom did you make the notification?   Travel agency

                                                Airline

                                                Airport

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Paragraph B – General information about the complaint

Information about the problem you met: _____

When did you encounter the problem: _____

- when you asked for assistance (reservation)?

- at the airport of departure?

- during the embarkation?

- on board or during the flight?

- when disembarking?

- at the airport of arrival?

Description of what happened / situation?

Did you already address the airline or the managing body of the airport or the tour operator?

Yes

No

Please note that you have to address the airline, the managing body of the airport or the travel agency first. If you are not satisfied with the response obtained, you can complain to FOCA.

If yes, when and how (by writing / by phone) did you complain and what was the subject?

Please attach the correspondence

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Paragraph C – Assistance by air carriers and airports

Did you notify the need of assistance to the airline, the airport or the travel agency?

Yes, to the airline   **Date/ time:**_____

Yes, to the airport   **Date/ time:**_____

Yes, to the travel agency   **Date/ time:**_____

I might be entitled to individual claims for payment of compensation against the airline. Such rights have to be enforced through civil proceedings. I know that FOCA is **NOT** competent to enforce such claims.
yes

I am aware of the fact that based on my report FOCA could open an administrative penal procedure against the airline or the airport.
yes

I am aware of the fact that I am not involved as a party of the proceeding. I will receive information on the outcome of the proceeding but no further information and/or documents.
yes

I am aware of the fact that my declarations are testimonies and might be used in an administrative penal procedure. I am obliged to tell the truth. I am prepared to answer further questions in the course of the proceeding.
yes

I agree that FOCA transfers **all documentation submitted** to the responsible national enforcement body (NEB) in case FOCA is not competent. After the transfer to such NEB I have to address myself directly to the responsible body as FOCA receives no further information concerning the case.
yes

I authorize FOCA or the competent enforcement body for my case to get access to my personal data stored by the airline / the airport.
yes

I agree that all data and information (including the present report form) can be transferred – **also electronically** – between the involved parties (e.g. NEB's, airlines, airports, passenger).
yes
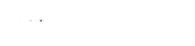
Surname, first name: _____

Place,date: _____

Signature: _____