

How can we help you?

Do you have a comment, suggestion or complaint about our service? Share your experience with us and we will look into it. If you prefer to do this online, then please go to sncb.be/contact-us.

My personal details

Mrs Mr

First name* Surname*

Street N Box

Postcode* Place of residence*

Country* Date of birth

Phone E-mail

Account number

* Required fields

SNCB may contact me to provide commercial proposals about its products and services and to ask my opinion.

My ticket

Do you have a subscription? Then please give us your MOBIB Card or subscription number:

Did you travel with another type of ticket? Then please give us the number (top right of your ticket) and the original ticket. This also applies to tickets or fines received on the train itself:

My question

About the services provided by SNCB
 About the purchase of a ticket
 About compensation in the event of a delay
 About the On-board Fare or a fine
 Other

My travel details

Date of travel: From station:

Scheduled departure time (or train number): To station:

Real Time departure time (or train number): Connection station:

My comment, suggestion, complaint

Station stamp:

Your privacy is important to us and we will therefore make every effort to ensure it is respected. Your personal data will only be used by SNCB, Public Limited Company (Rue de France 56, 1060 Brussels) and its subcontractors. We will never share your data with third parties, who may use it to recommend their own products or services, without your authorisation. Our complete privacy policy with all details of how we process your personal details can be found on sncb.be/privacy and at the ticket counter. If you are unable to find a copy at the ticket counter, please ask the ticket clerk for one.

