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# HVC EETS

## Complaints about assessments

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### **Review of complaints and forwarding to the Federal Office for Customs and Border Security FOCBS**

The EETS provider receives complaints from its users regarding the assessment, checks them with the user and forwards them to the FOCBS if it cannot deal with them itself.

Complaints are forwarded to the FOCBS with this form:

#### **Provider**

Identifier ID

CountryCode

#### **User contract**

PAN

VehicleNumberPlate / CountryCode

#### **Assessment decision**

BillingDetailsNum

#### **Description of the complaint and request**

**Evidence** is enclosed

Send the form to