



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra  
  
Swiss Confederation

Federal Department of Finance FDF  
**Federal Office for Customs and Border Security FOCBS**  
Foundations Directorate

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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