



HVC EETS

Complaints about assessments

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