



HVC EETS

Complaints about assessments

Review of complaints and forwarding to the FCA

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

Complaints are forwarded to the FCA 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