



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra  
  
Swiss Confederation

Federal Department of Finance FDF  
**Federal Customs Administration FCA**  
Foundations Directorate

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# HVC EETS

## Complaints about assessments

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### **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