

AFGØRELSE FRA ANKENÆVNET FOR BUS, TOG OG METRO

Journalnummer: 24-0232

Klageren: XX
9220 Aalborg Øst

Indklagede: Nordjyllands Trafikselskab (NT)
CVR-nummer: 30 01 59 40

Klagen vedrører: Kontrolafgift på 1.000 kr. grundet manglende straks check ind

Parternes krav: Klageren ønsker, at ankenævnet annullerer kontrolafgiften, og gør gældende, at Rejsekortet var checket ind, da han blev kontrolleret, at det sene check ind skyldes, at han skulle hjælpe sin gravide hustru, at han har betalt 19,71 kr. for rejsen, samt at NT's behandling af sagen har været kritisabel

Indklagede fastholder kontrolafgiften

Ankenævnets sammensætning: Nævnensformand, dommer Lone Bach Nielsen
Vibeke Myrtue Jensen
Torben Steenberg
Helle Berg Johansen
Dorte Lundqvist Bang

Ankenævnet for Bus, Tog og Metro har på sit møde den 23. oktober 2024 truffet følgende

AFGØRELSE:

NT skal frafalde kontrolafgiften på 1.000 kr. og skal endvidere betale sagsomkostninger på 10.000 kr. inkl. moms til ankenævnet, jf. ankenævnets vedtægter § 25, stk. 1 og stk. 2.

Da klageren har fået medhold i klagen, tilbagebetales klagegebyret, jf. ankenævnets vedtægter § 24, stk. 2.

-oOo-

Hver af parterne kan anlægge sag ved domstolene om de forhold, som klagen har vedrørt.

Klageren henvises til at søge yderligere oplysning om eventuel bistand i forbindelse med sagsanlæg fx på www.domstol.dk, www.advokatnoeglen.dk og /eller eget forsikringssselskab om eventuel forsikringsretshjælp.

SAGENS OMSTÆNDIGHEDER:

Klageren, som er bosat i Aalborg, men ikke er dansktalende, skulle den 5. april 2024 rejse sammen med sin gravide hustru fra Nørresundby Torv med NT's bybus-linje 17.

Klageren havde et gyldigt Rejsekort Pendler (grønt Rejsekort), som han gav til hustruen, da han havde fået den fejlagtige opfattelse, at hun som familiemedlem kunne benytte hans Rejsekort Pendler, og kl. 14:08:49 checkede hustruen pendlerkortet ind i bussen.

Uddrag af rejsehistorikken for klagerens Rejsekort Pendlerkort:

Transaktionsdato	Transaktionsværdi	Kortnr	Transaktionstype	Station/stoppested
05apr24:15:42:17	0	205	CSC Fare product check in	Tornhøjparken (Tornhøjvej / Aalborg)
05apr24:15:07:39	0	205	CSC Fare product check in	Trekanten (Humblebakken / Aalborg)
05apr24:14:36:43	0	205	CSC Fare product check in	Karolinelund (Bornholmsgade / Aalborg)
05apr24:14:15:22	0	205	CSC Inspection	Vesterbro (Aalborg)
05apr24:14:08:49	0	205	CSC Fare product check in	Nørresundby Torv (Aalborg)
05apr24:13:44:39	0	205	CSC Fare product check in	Løwangscentret (Forbindelsevejen / Aalborg)
05apr24:11:36:01	0	205	CSC Fare product check in	Vesterbro (Aalborg)

Klageren ville selv benytte sit Rejsekort Personligt (blåt Rejsekort) til rejsen, men imidlertid checkede han ikke Rejsekortet ind med det samme ved påstigning, fordi han efter eget udsagn først skulle hjælpe sin gravide hustru på plads i bussen samt anbringe en del medbragt bagage.

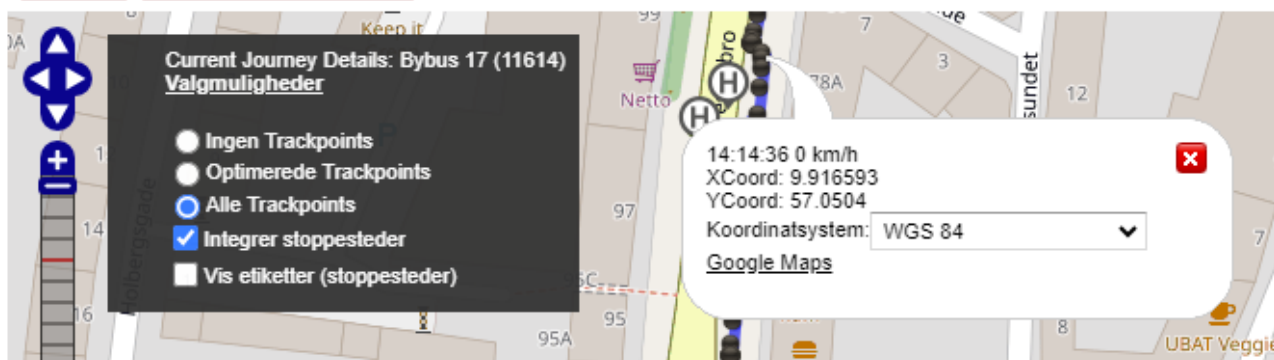
Ved det efterfølgende stoppested, Vesterbro, steg en kontrollør ombord på bussen, og bussen afgik fra dette stoppested kl. 14:14:37.

Data fra bussen GPS, som viser 0 km/t kl. 14:14:36 og 4 km/t kl. 14:14:37 ved stoppestedet Vesterbro:

2024-04-05 Bybus 17 (11614) 14:03 Strubjerg (nord) -> Saltumvej (Aalborg) (Scheduled)

tilbage

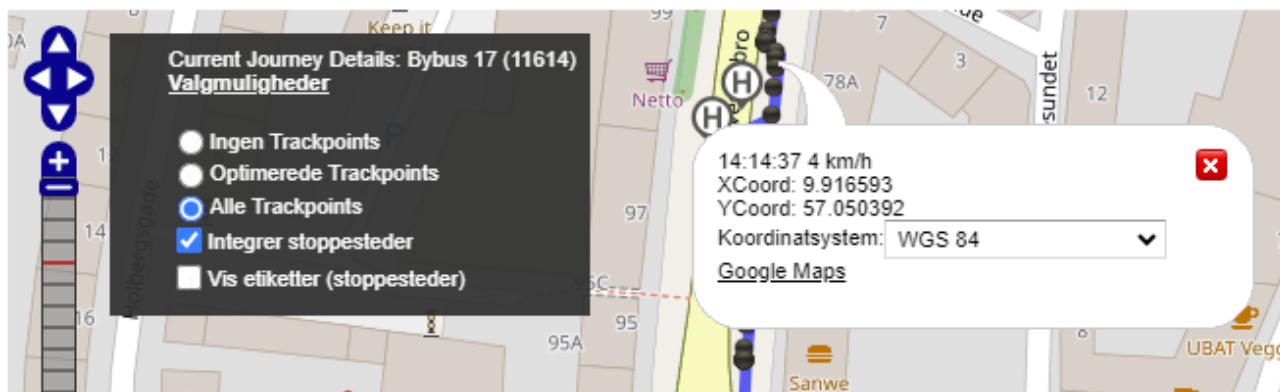
Tur-detajler (vis i tabel)



2024-04-05 Bybus 17 (11614) 14:03 Strubjerg (nord) -> Saltumvej (Aalborg) (Scheduled)

tilbage

Tur-detajler (vis i tabel)



Først 30 sekunder efter, at bussen havde forladt stoppestedet, Vesterbro, checkede klageren sit Rejsekort Personligt ind i bussen kl. 14:15:07.

Uddrag af rejsehistorikken for klagerens Rejsekort Personligt:

Transaktionsdato	Transaktionsværdi	Kortnr	Transaktionstype	Station/stoppested
05apr24:14:27:02	5,29	206	CSC Fare product check out	Karolinelundsvej (Aalborg)
05apr24:14:17:07	0	206	CSC Inspection	Vesterbro (Aalborg)
05apr24:14:15:19	0	206	CSC Inspection	Vesterbro (Aalborg)
05apr24:14:15:07	-25	206	CSC Fare product check in	Vesterbro (Aalborg)
05apr24:08:37:23	5,29	206	CSC Fare product check out	Venøsundvej (Aalborg)
05apr24:08:30:45	-25	206	CSC Fare product check in	Zoneskifte 1/2
05apr24:08:30:45	9,23	206	CSC Tpulse product operation	Zoneskifte 1/2
28mar24:21:57:58	9,23	206	CSC Fare product check out	Zoneskifte 1/2

Ved den efterfølgende kontrol af parrets rejsehjemmel blev der kl. 14:15:19 sat et kontrolmærke på klagerens Rejsekort Personligt, og kl. 14:15:22 blev der sat et kontrolmærke på klagerens Rejsekort Pendlerkort.

Herefter blev klageren pålagt en kontrolafgift på 1.000 kr. for at checke ind efter kontrollørens påstigning. Kontrolafgiften blev udstedt kl. 14:24:48.

Den 8. april 2024 anmodede klageren NT om at frafalde kontrolafgiften, og som begrundelse for det sene check ind forklarede han som anført ovenfor, samt anførte videre, at han *var* checket ind ved kontrollen og havde betalt for rejsen, som var gyldig i en time fra kl. 14 – kl. 15. Herudover havde kontrolløren behandlet ham inhumant og afpresset ham ved at true med at tilkalde politiet indtil, at han til sidst udleverede sit sundhedskort.

Den 25. april 2024 svarede NT, at kontrolløren ikke havde været truende, men at klageren som passager havde haft pligt til at identificere sig, samt at klagerens Rejsekort ikke havde været checket ind, men at de ville undersøge sagen nærmere efter klagerens besvarelse af et par spørgsmål vedrørende et senere check ind samt hustruens brug af klagerens Rejsekort Pendlerkort.

Efter at have modtaget svar fra klageren fastholdt NT den 29. april 2024 kontrolafgiften og anførte:

"I have checked the transactions in another system, and it's correct, that check-in have been made. Unfortunately, the transaction is not recorded in your card history and that is why it didn't show when your personal travel card was checked.

I have spoken to the inspector, who informs me that the busdriver said that you got on the bus in Nørresundby. Based on this information, you have not checked in on time. When the inspectors gets on the bus, they will be the last to enter and they can confirm that you were not standing at the stop Vesterbro. Even though you should have got on the bus at Vesterbro, your check-in is still not on time.

Your check-in is registered on Vesterbro at 14:15:07 (1)). The bus leaves the stop at 14:14:37. This has given you half a minute to check in *after* the bus has left the stop. Check-in must be done immediately after entering the bus (3))

There is check-in on your personal commuter card is at 13:44:39 in Nørresundby.
NB:

You have stated that your wife uses your personal commuter card. It's important that you are aware that if your wife uses one of your personal cards (this applies to both the regular travel card and your commuter card), she will get a control fee.

a personal card may only be used by the person whose name is printed on the card
I would therefore strongly recommend that she get her own card."

Hertil svarede klageren igen, at han *var* checket ind og havde betalt for en time fra kl. 14 – 15, og at kontrolløren godt kunne se dette på sit udstyr. Han angav samme begrundelse som tidligere for det sene check og bad videre om at få tilsendt den regel, som siger, at hans hustru ikke kunne benytte det månedlige pendlerkort.

NT svarede den 30. april 2024 følgende:

"The fare is valid from check-in until check-out, and you have checked in to late as already explained.

The reason for the control fee has already been explained in the previous mail and therefore there is nothing further to add.

You have asked where it says that another person is not allowed to use your personal travel card and commuter card. I have inserted the rules for using personal travel cards below applicable to both the personal travel card and the commuter card.

[NT indsatte her reglerne fra de Fælles landsdækkende rejseregler på dansk]

And again, to avoid getting another control fee, I would recommend that your wife get a personal travel card or commuter card with her name on it

Links to the above pages:

[Faelles-landsdaekkende-rejseregler.ashx \(rejsekort.dk\)](#)

[Kortbestemmelser-Pendlerkort.ashx \(rejsekort.dk\)](#)

We have nothing further to add in the case, and if you wish to complain to the Ankenævnet for Bus, Tog og Metro, the guide can be found in the previous email."

Klageren svarede blandt andet:

"Please share details in English only. How much checked in to late? Could you share the law and role of how much late check-in is required for a fine?

Anyway, she is unemployed and has no bank account, so she uses my card and its family.

We will just finish this month's card we have already purchased, and there will be no more NT customers shortly.

One more thing: how can I file a case against Control and NT for compensation for my loss because of this problem? I don't want to go abtm.dk because they also belong to you."

NT svarede hertil:

"In the previous email, links have been inserted to the rules for traveling with public transportation in Denmark as well as the rules for travel cards. It is true that these are in Danish, but it is possible to insert the text into a translation program.

As for your wife, you can pay for topping up her travel card or commuter card with your credit card, but it is her name that must appear on the card she uses.

Otherwise, you can buy a Rejsekort Flex. It is without a name and can be used by other people.

abtm.dk abtm.dk is independent of the transport companies

We have no further comment on the matter and consider the case as closed"

Den 6. Maj 2024 bad klageren igen NT om at få tilsendt reglerne for straks check ind, men NT svarede, at dette var blevet beskrevet i de tidligere svar til klageren, og at NT ikke havde yderligere at tilføje samt ikke ville besvare yderligere henvendelser fra klageren.

Klageren skrev herefter både til NT igen og til Rejsekort Kundecenter før, at han den 12. maj 2024 indbragte sagen for ankenævnet.

ANKENÆVNETS BEGRUNDELSE FOR AFGØRELSEN:

Ankenævnet lægger til grund, at klageren den 5. april 2024 steg ombord på NT's by-buslinje 17 sammen med sin hustru ved Nørresundby Torv ca. kl. 14:08, hvor hustruen checkede klagerens Rejsekort Pendler ind i bussen, og at klageren, efter at bussen havde forladt det efterfølgende stoppested, Vesterbro, checkede sit Rejsekort Personligt ind i bussen kl. 14:15:07.

Dermed var klageren ved kontrollen checket ind såvel på sit Rejsekort Pendlerkort som på sit Rejsekort Personligt.

Den omstændighed, at klagerens check ind på hans Rejsekort Personligt i henhold til de Fælles landsdækkende rejseregler skete for sent, kan efter ankenævnets opfattelse ikke ændre på, at klageren faktisk havde gyldig rejsehjemmel ved kontrollen, idet hans Rejsekort Pendlerkort var korrekt checket ind ved kontrollen.

Det er i denne henseende uden betydning, at det var klagerens hustru, som checkede pendlerkortet ind og fremviste det ved kontrollen, da klagerens personlige Rejsekort Pendlerkort ikke udgjorde gyldig rejsehjemmel for hende.

Ankenævnet bemærker, at kontrolløren i kontrolsituationen burde have set dette og have udstedt kontrolafgiften til klagerens hustru, som i kontrolsituationen ikke var i besiddelse af gyldig rejsehjemmel, eftersom hun i henhold til Rejsekort kortbestemmelser ikke var berettiget til at rejse på klagerens personlige Rejsekort Pendlerkort.

Da kontrolløren dermed i kontrolsituationen begik en fejl og pålagde kontrolafgiften til den forkerte passager, finder ankenævnet, at NT ved klagerens efterfølgende henvendelse til NT burde have set dette og have frafaldet kontrolafgiften.

Ankenævnet bemærker endvidere, at det er kritisabelt, at NT i sin behandling af sagen i 1. instans sendte regelgrundlaget til klageren på dansk, selv om korrespondancen med klageren foregik på engelsk, og selv om klageren anmodede NT om at sende ham regelgrundlagt på engelsk, når de Fælles landsdækkende rejseregler og Rejsekort kortbestemmelser forefindes i engelsksprogede versioner.

På ovenstående baggrund skal NT frafalde kontrolafgiften på 1.000 kr., og NT skal endvidere betale 10.000 kr. inkl. moms for ankenævnets behandling af sagen, jf. ankenævnets vedtægter § 25, stk. 1 og 2.

Ankenævnet bemærker afslutningsvis, at et ind-checket Rejsekort ikke er gyldig rejsehjemmel i en time, således som klageren har gjort gældende, samt at klageren skal være opmærksom på, at hans hustru ikke er berettiget til at rejse på klagerens personlige Rejsekort.

For så vidt angår klagerens anbringende om, at kontrolløren behandlede ham inhumant og racistisk, falder dette uden for ankenævnets virkeområde både, fordi det kræver en bevisførelse, der ikke kan ske for ankenævnet, og fordi en eventuel klage over forskelsbehandling henhører under Ligebehandlingsnævnet.

RETSGRUNDLAG:

Ifølge lov om trafikkselskaber § 29 kan selskabet udstede kontrolafgift og pålægge ekspeditionsgebyr til en passager, der ikke på forlangende foreviser gyldig rejsehjemmel.

I de Fælles landsdækkende rejseregler (forretningsbetingelser), som trafikvirksomhederne har vedtaget, præciseres hjemmelen til udstedelse af en kontrolafgift.

Det anføres således bl.a., at passagerer, der ikke på forlangende viser gyldig rejsehjemmel, herunder er korrekt checket ind på Rejsekort til deres rejse, skal betale en kontrolafgift på 1.000 kr. for voksne. Det gælder også, hvis passageren har købt rejsehjemmel via en mobil enhed, der ikke kan kontrolleres, f.eks. hvis denne er løbet tør for strøm eller gået i stykker. Det er passagerens ansvar, at rejsehjemlen er endeligt modtaget på den mobile enhed før påstigning.

I busser, hvor check ind sker om bord, skal check ind ske straks efter påstigning uden unødigt ophold, og inden passageren sætter sig ned.

Som passager uden gyldig rejsehjemmel betragtes også passager, der benytter kort med begrænset tidsgyldighed (f.eks. pensionistkort) uden for kortets gyldighedstid, eller hvis andre rejsebegrænsninger ikke overholdes (f.eks. for hvornår cykler må medtages, eller om der er betalt

metrotillæg). Passagerer, der rejser alene på andres Rejsekort Personligt eller med en anden kundetype, end passageren er berettiget til, rejser uden gyldig rejsehjemmel. Kortindehaveren skal altid selv være checket ind på kortet på de rejser, hvor et Rejsekort Personligt benyttes.

Fra de Fælles landsdækkende rejserregler på engelsk (Joint National Travel Regulations):

”

2.4.3. Use of Rejsekort

Rejsekort, issued by Rejsekort Rejseplanen A/S, can be used as a travel document, except on Bornholm and small islands. See travels at www.rejseplanen.dk.

A Rejsekort must be checked in (see the list of validation rules below) before the start of the journey. For all means of transport for which check in takes place inside the means of transport, the customer must check in immediately after boarding, without any unnecessary delay, and before taking a seat. The Rejsekort must also be checked in on every transfer to a bus, train, metro or light rail, and checked out at the end of the journey. ”

Fra Rejsekort kortbestemmelser på engelsk (Rejsekort Terms and Conditions for Commuter Cards):

”

1.2. How to use a Commuter Card

The rules for using Commuter Cards are set out in the Joint National Travel Regulations, which are available at www.rejsekort.dk/da/Det-Med-Smaat.

A Commuter Card is a personal card that may only be used by the card holder. A Commuter Card functions as a travel document solely in the area and during the commuter period for which the Commuter Card is valid. A card holder may not use their Commuter Card to check in fellow travellers. ”

Uddrag af lov om alternativ tvistløsning i forbindelse med forbrugerklager (lov nr 524 af 29/04/2015):

” Kapitel 3

Godkendte private tvistløsningsorganer

§ 6. Erhvervs- og vækstministeren kan godkende oprettelsen af og vedtægterne for private tvistløsningsorganer, som omfatter bestemte brancher eller andre afgrænsede områder.

Stk. 2. Et privat tvistløsningsorgan kan alene godkendes, hvis tvistløsningsorganets vedtægter indeholder bestemmelser om organets sammensætning og sagsbehandling, som er betryggende for parterne, samt bestemmelser om sagkundskab, uafhængighed, habilitet, gebyrer og omkostninger. Det er endvidere en betingelse for godkendelse, at tvistløsningsorganets formand og eventuelle næstformænd er dommere.

...”

PARTERNES ARGUMENTER OVER FOR ANKENÆVNET:**Klageren anfører følgende:**

"I am writing to file a complaint regarding a fine I received from NT Aalborg on April 5, 2024, at 14:15 for a few seconds of late check-ins. That day, control verified by his devices that my card was checked, but he told me that you checked in late. When he saw that the card was checked in by his devices, it was already checked-in but he said you checked in late. I told him it may be because my wife is pregnant and we have a lot of stuff. So first, I needed to place her seat and put stuff in the in proper place, and then I checked in. I believe the fine was issued incorrectly because I was using my blue card for that trip, and sometimes there was an issue with my card beforehand, That day, I checked in properly, and Control verified that my card was checked, he asked me to give a fine, and I argued with him I traveled with my checked-in card even though my card check-in and the fare was valid for one hour from 14:00 to 15:00. So why did I give you a fine? But he didn't listen to me even though he didn't speak or understand English, and I think he was drunk at that time. After I refused to give him a fine, he started to misbehave with me in unhuman ways. He blackmailed me, saying I would call the police, and asked me to tell him your CPR number openly in front of other people, but after that, I gave him my yellow card instead of a fine. I don't know why he treated me unhumanly and discriminated against me, but because of him, I missed my stop and missed an online meeting that cost 10,000 DKK, and my daughter waited for us for one hour late at kindergarten. I was very disappointed about this situation and felt too much stress, I did not sleep well the last two days, which cost me millions of DKK. I am a Ph.D. student not getting a salary from Denmark and trying to manage myself with my family, so I don't have enough money for these types of things. I always follow the law, and it does not make sense if I have valid cards with money and sessions. Why do I not want to check in? for a maximum of 25 DKK instead of a 1000 DKK fine? Please find attached my that day and time travel journey and the fine slip. It mentioned I paid 21.90 DKK for the whole hour from 14:00 to 15:00, and after that, NT deducted 19.71 DKK for that whole hour.

I kindly request that ABTM Denmark review the circumstances surrounding the fine and take appropriate action to resolve this matter. Please find my contact information below if further clarification is needed."

Indklagede anfører følgende:

"Nordjyllands Trafikselskab maintains the control fee issued to the customer on 05-04-2024 at 14:24 after departure from the Vesterbro (Aalborg) stop.

The customer [navn udeladt] states that he is travelling with his wife and believes that his personal travel card [Rejsekortnummer udeladt] has been checked in correctly. This travel card he presents to the inspectors.

[Navn udeladt] travels on personal travel cards [Rejsekortnummer udeladt].

[Navn udeladt]'s wife travels on a personal commuter card [Rejsekortnummer udeladt] belonging to [navn udeladt]

This information can be found in the email from the customer. See the correspondence below.

[Navn udeladt] informs that check-in on personal travel cards [Rejsekortnummer udeladt] did not take place until 14:15, as he first had to follow his pregnant wife to a seat and also had to put away the purchases before checking in.

The inspectors are at the Vesterbro stop at 14:14.

Our inspector informs us that he notices that the customer does not check in until the inspector comes down through the bus. The driver states that the customer got on the bus at Nørresundby Torv, which is the stop before Vesterbro.

This is consistent with the information on the commuter card [Rejsekortnummer udeladt], which [navn udeladt]'s wife travels on (see appendix 1 at the bottom of the document). On this Rejsekort, check-in is at 14:08 at Nørresundby Torv. It's the same bus (line 17 bus no. 6009) that the inspectors get on at 14:14 at Vesterbro.

This means that [navn udeladt]'s wife is already on the same bus, as the inspectors get on.

Based on the customer's own information, that he first had to follow his wife down to a seat, [navn udeladt] cannot therefore have been waiting at Vesterbro, but as the driver states, already at Nørresundby Torv, where his wife has checked in.

On Rejsekort [Rejsekortnummer udeladt], check-in is at 14:15:07.

Even if we disregard the customer's information that he should have got on the bus at Vesterbro with his wife, and thus briefly ignore the information in Appendix 1, the check-in has still been too late.

Rejsekort [Rejsekortnummer udeladt] is checked in at 14:15:07 (appendix 2). The bus leaves from the stop at 14:14:37, which has given the customer half a minute to check in *after* the bus has left the stop.

According to "De landsdækkende rejseregler" (see appendix 3): check-in on buses with free flow must take place immediately after boarding and before the customer finds his or her seat."

Hertil har klageren bemærket:

"Are these responses from NT? I have already, What is new? What is your role in justice? The NT controls cheats on taxpayers' customers and treats us in an inhumane way. Where is humanity?"

1) As I mentioned before, I was correctly checked in, and even this check-in is valid for up to one hour from 14:00 to 15:00 (**your check-in is registered on Vesterbro at 14:15:07 (1)). The bus leaves the stop at 14:14:37, giving you half a minute to check in after leaving the stop**). Control gave me a fine during these hours, and at that time my card was checked in, and I explained why I checked in late but at the time of ticket checking, I was traveling on valid tickets. Even Control verified that my card was checked in but he argued with me that I checked in late. Control can only give you a fine ticket at the time of checking the tickets if you don't have valid tickets. **So why do I need to pay a fine? Even I had a valid ticket at the time. Where is the written rule for that if you have a valid ticket but control can give you a fine ticket because you checked in late?**

2) Please find attached my day and time travel journey and the fine slip. It mentioned I paid DKK 21.90 for the whole hour from 14:00 to 15:00 (first checked in at 14:15:07 and last checked out at 14:48:46), and after that, NT deducted DKK 19.71 for that whole hour. So that is why I said the fine ticket is wrong.

3) The last and most important thing is who is responsible for and compensates me for that situation, 'I missed my stop and missed an online meeting that cost DKK 10,000, and my daughter waited for us for an hour late at kindergarten. I was very disappointed about this situation and felt too much stress, I did not sleep well the last two days, which cost me millions of DKK.' I have claimed 100,000 DKK because of that event.

How can NT Customer Services, Control, and their colleagues do justice and a fair investigation because they have linked with these people, those who are already involved in misunderstandings, and are treated in an inhumane way? Please investigate through a neutral person because I think that they are biased and control is not well-being"

Klageren har senere tilføjet:

"Regarding case no. xx, the circumstances were straightforward. According to the laws and regulations of transportation, if a control inspector asks to verify travel tickets or check-in cards and the passenger does not have a valid ticket, a fine ticket is issued. However, in my case, when the inspector approached me, my card was properly checked in, and he verified this. Despite this, he continued to argue with us inappropriately. I suspect that his behavior may have been discriminatory, possibly due to our different skin colors. His conduct was unprofessional and inhumane, treating us like criminals without justification.

Due to this negative experience and the disappointing customer service we received, we have decided not to travel with NT again, nor will we recommend it to others. It appears that there is no proper system in place to investigate matters and hold employees accountable for their service.

Such actions discourage the use of public transportation and hinder Denmark's zero-carbon policy efforts. I urge the Appeal Board to investigate these matters thoroughly and impartially to uncover the facts about NT control and customer service practices.

Thank you for your attention to this matter. I look forward to a fair resolution."

Indklagede har ikke haft yderligere bemærkninger til sagen.

Sekretariatet har bedt klageren om at oplyse, hvor han steg på bussen. Hertil har klageren svaret:

" We enter from Nørresundby Torv (Aalborg), 9400 Nørresundby but I mentioned before that I had late check-ins because my wife is pregnant and we have a lot of stuff. So first I needed to place her seat and put stuff in the proper place, and then I checked in. However according to the laws and regulations of transportation, if a control inspector asks to verify travel tickets or check-in cards and the passenger does not have a valid ticket, a fine ticket is issued. However, in my case, when the inspector approached me, my card was properly checked in, and he verified this. Despite this, he continued to argue with us inappropriately. I suspect that his behavior may have been discriminatory. His conduct was unprofessional and inhumane, treating us like criminals without justification.

Regarding case no. xx, the circumstances were straightforward. Could you please share the role and law 'If a customer already checked in and even control verified by his device but he said that you checked in a few seconds late that's why he issued a fine ticket?'

Please find attached my that day and time (Fine issued) travel journey and the fine slip. It mentioned I paid DKK 21.90 for the whole hour from 14:00 to 15:00 (first checked in at 14:15:07 and last checked out at 14:48:46), and after that, NT deducted DKK 19.71 for that whole hour.

Who will be responsible?:

The Last one Who will be responsible for and compensate me for that situation, 'I missed my stop and missed an online meeting that cost DKK 10,000, and my daughter waited for us for an hour late at kindergarten. I was very disappointed about this situation and felt too much stress, I did not sleep well the last two days, which cost me millions of DKK.

Due to this negative experience and the disappointing customer service we received, we have decided not to travel with NT again, nor will we recommend it to others. It appears that there is no proper system in place to investigate matters and hold employees accountable for their service. Such actions discourage the use of public transportation and hinder Denmark's zero-carbon policy efforts. I urge the Appeal Board to investigate these matters thoroughly and impartially to uncover the facts about NT control and customer service practices because after getting another fine ticket from my wife it clearly shows that both control inspectors and customer services were fully biased and racist.

Please find my contact information below if further clarification is needed. Thank you for your attention to this matter.

I hope ABTM will give us justice and charge a fine to NT for our compensation."

På ankenævnets vegne

A handwritten signature in blue ink, appearing to read 'Lone Bach Nielsen', with a long horizontal flourish extending to the right.

Lone Bach Nielsen
Nævnetsformand