

You can claim compensation for delays caused by an unscheduled disruption in the SL network.

With SL's delay compensation, you can claim compensation for alternative travel arrangements (e.g. taxi, private car, SJ or other transport companies serving an equivalent route) if your SL service is delayed, or if disruption information is so incomplete that you risk being more than 20 minutes late. SL will compensate you for the extra travel expenses you incur to a maximum of 1,110 SEK. Please note that compensation is per journey, not per passenger. If your taxi journey is likely to cost more than 1,110 SEK, you can claim for your connecting journey to another public transport service.

Delay compensation applies to all SL services, but not to the scheduled service changes that have been announced at sl.se. Nor is SL liable for compensation for delayed journeys that only take place outside Stockholm. In the event of disruptions for which delay compensation does not apply, information about this will be provided at sl.se.

If you are unsure, you can also call SL Customer Services on +46 8-600 10 00, who will inform you immediately whether a compensation claim is applicable.

Your compensation claim should be submitted within two months, and it is important that you provide evidence of your travel expenses by submitting a taximeter receipt or a ticket with another transport company (SL does not compensate for tips). You will also need to submit your SL ticket or the number of the SL Access card that contains your valid ticket. If we cannot see that you have paid for your planned SL journey, we will deduct the equivalent of a single-journey fare from the compensation.

We assess all compensation claims individually. If your claim is denied, you can request a review within three weeks of denial date. Fraudulent claims will be reported to the police. Passengers who do not claim delay compensation can instead apply for a fare reduction and recover all or part of the fare. You cannot apply for both delay compensation and a fare reduction.

At sl.se, you can access our general terms and conditions as well as all information about delay compensation and fare reductions. You can also complete the compensation claim form at sl.se.

Delay Compensation



Claim form

How had you planned to travel?

PLEASE PRINT CLEARLY!

Date: _____ Time: _____ Transport: _____

From stop/station: _____ To stop/station: _____

Which line/lines: _____ Transfers during journey (stops): _____

What happened? Please explain why you would have been late. _____

From which address did you take alternative transport? _____ Time: _____

To which address did you take alternative transport? _____ When did you arrive? _____

Taxi Other mode Private car Registration number: _____ Compensation for no. of km return: _____

Mobile phone: _____ Personal identification no.: _____ Ticket information *: _____

*** Please submit correct ticket information!** If travelling on your SL Access card – please state the card number. For mobile tickets – state your mobile number and/or ticket ID. If you were travelling with a paper ticket/zone ticket in a single-use travelcard – submit the original ticket to SL Customer Services along with the claim form. If the ticket or the number of the SL Access card containing the valid ticket is not attached, the equivalent of a single-journey fare will be deducted from the compensation.

Please also submit original receipts for parking fees and a copy of the payment slip for any incurred congestion charges (front and back). You can also attach extracts from the Swedish Transport Agency's website. Compensation for travel by private car will be paid in accordance with the Swedish Tax Agency's compensation levels and standards. **Please note that all compensation claims must be made simultaneously.**

Would you like to apply for a fare reduction? Yes No

You can apply for a fare reduction if you were forced to interrupt your journey due to a delayed SL service or if you continued your journey but arrived late at your destination. Please note that you cannot apply for both delay compensation and a fare reduction.

How would like to be compensated?

Payment by money order (SL does not compensate the administrative fee that some banks charge to redeem the money order)

Credit transfer to your bank account (Complete clearing number and account number!) _____

Payment to bankgiro account _____

Payment to plusgiro account _____

Personal details

Name _____ Address (or c/o address) _____

Zip code _____ City _____ Country _____ Telephone no. daytime _____

E-mail _____ Signature _____

Please post the claim form and original receipt to AB Storstockholms Lokaltrafik, Svarspost 120561104, 110 30 Stockholm (postage paid). More information is available atsl.se. For questions, please contact the SL staff or call SL Customer Services on +46 8 600 10 00.