

Services available at the customer service offices of the Hungarian Public Roads Nonprofit PLC - Toll Division

Name of the service	What does the service cover? When is it available for use?	Method(s) of administration
Transfer	If you want to transfer an existing valid e-vignette to another vehicle.	In person at our customer service offices
Change of registration number (within the validity period)	If you have changed the license plate number of your vehicle and you want to revalidate the e-vignette for the previous license plate number within the validity period of your authorization.	In person at our customer service offices
Change of registration number (over the validity period)	If you have changed the license plate number of your vehicle and want to revalidate the e-vignette for the previous license plate number, in cases where the vignette is no longer valid, but a surcharge is payable after the vehicle.	In person at our customer service offices, by mail
Theft / total loss	If the vehicle is stolen or destroyed and you want to transfer the valid e-vignette to another vehicle.	In person at our customer service offices
Wrong fee category (only within the validity period)	If the e-vignette was not purchased for the correct vehicle category of the vehicle, it is possible to correct it.	In person at our customer service offices and with the help of our mobile control colleagues
Incorrect registration number (within the validity period)	If the e-vignette was purchased with incorrect characters compared to the registration number, a correction can be made up to a maximum of 3 characters.	In person at our customer service offices and with the help of our mobile control colleagues
Incorrect registration number (over the validity period)	If the e-vignette was purchased with incorrect characters compared to the registration number, a correction can be made afterwards, up to a maximum of 3 characters, when the vignette is no longer valid.	In person at our customer service offices and by contacting our mobile control colleagues by mail
Incorrect country code (within the validity period)	If the e-vignette was not purchased for the correct country code of the vehicle, a correction can be made.	In person at our customer service offices and with the help of our mobile control colleagues
Incorrect country code (over validity period)	If the e-vignette was not purchased for the correct country code of the vehicle, a correction can be made afterwards, when the vignette is no longer valid.	In person at our customer service offices and by contacting our mobile control colleagues by mail
Verification of existing authorisations	We will confirm the validity of the authorization when the control slip or the confirmation message is damaged or lost.	In person at our customer service offices
Redemption of authorization in case of multiple authorizations	If you have purchased more than one e-vignette for the same period for the same vehicle, we will repurchase the excess vignette if the conditions are met.	In person at our customer service offices
Repurchase of the road use authorisation	If the purchased e-vignette is no longer needed, we will repurchase the vignette before the start of the validity period. If the validity period of the e-vignette has already started, we will be able to repurchase the vignette if the period already passed is covered by a shorter term vignette (i.e. the customer buys the vignette(s)).	In person at our customer service offices
Surcharge maximization for the amount of two basic- or differential surcharges	If the conditions are met, we will withdraw the surcharges incurred up to the date of the first payment notice, upon the payment of two basic or differential surcharges.	In person at our customer service offices, l by mail and partly* by phone.
Reduced surcharge payment (surcharge amnesty)	Surcharges incurred within 180 days prior to the date of submitting the application will be withdrawn upon the payment of six basic surcharges.	In person at our customer service offices, l by mail and partly* by phone.
Redemption of the obligation of paying a surcharge by purchasing an annual vignette	Surcharges will be withdrawn if the annual national e-vignette is purchased and presented within the deadline.	In person at our customer service offices, l by mail and partly* by phone.
Payment in instalments	If a debt acknowledgement is provided, we offer an instalment payment discount for the amount of the surcharge.	In person at our customer service offices, by mail, by phone
Surcharge administration of vehicles eligible for exemption from toll payment	If eligible vehicles subsequently present their exemption certificate, the surcharges imposed will be withdrawn.	By mail, and partly** in person at our customer service offices
Administration of the surcharge in case of partial exemption	If those entitled to exemption (big families, disabled persons) subsequently present their certificate of partial exemption, the surcharges imposed will be withdrawn.	By mail, and partly** in person at our customer service offices
Surcharge administration in other individual cases	Administration of the withdrawal of surcharges in the cases listed in the relevant regulations (road closures, traffic diversion, damage control, fight against organised crime), if they are justified.	In person at our customer service offices, by mail

* Management of new surcharge cases for the period covered by the application, which has already been positively assessed and documented in accordance with the current legislation.

** In case of customers contacting our personal customer services, we will take up a record and inform the customer concerned that we will deal with the matter by mail correspondence.