

Information necessary for an application or complaint to be considered

In order to have your application (enquiry, request, complaint or claim) considered in the quickest possible way, please provide the data indicated in the table below:

Subject:	Required information:	
Device or application malfunction	<ul style="list-style-type: none"> date of the event, toll road number and section, place and time of entry and exit. 	
Billing account not topped up	Payment in cash: <ul style="list-style-type: none"> original or copy of the receipt confirming the top-up of the account or the toll payment, date and place of the event, top-up or toll amount. 	Payment with a payment card or fleet card: <ul style="list-style-type: none"> the last 4 digits of the card used to make the payment, transaction number, date and place of the event, top-up or toll amount.
Billing account topped up incorrectly		
Toll charged incorrectly		
Refund of funds from a billing account	<ul style="list-style-type: none"> customer number, billing account number, bank account number, details of the bank account holder, IBAN and SWIFT number (for users from abroad), address of the bank account holder (for users from abroad)). 	

General information

Answers are provided in Polish and English. Each application is assigned a unique number that enables you to track the case status.

Requests regarding financial matters

Requests regarding financial matters such as: refund of funds from a billing account, transfer of funds between billing accounts and other requests are accepted:

- in electronic form:
 - after logging in to the Online Customer Account (OCA),
 - on a completed and signed application form sent to: kontakt@etoll.gov.pl,
- in paper form at a Customer Service Facility.

Please be advised that pursuant to REGULATION OF THE MINISTER OF FINANCE of 22 December 2022 on electronic tolls collected in the Electronic Toll Collection System of the National Revenue Administration and on the transfer of fines: "All refunds will be made using the same payment method by which the payment was made by the User. If it is not possible to make a refund using the same method, the refund will be made to the bank account indicated by the User".