

## Appendix 7

### SAMPLE INFORMATION LETTER

### in accordance with § 30b para. 1 BStMG

#### 1. TIME-RELATED TOLL (TOLLING REGULATIONS PART A I)

**Scan QR code!**

Find the answers at  
[help.asfinag.at/avk](http://help.asfinag.at/avk)



Salzburg, Austria, on ...

<b>Invoice</b>		Date / time: ... / ...
Invoice number:	[...]	Road / toll selection: ...
Enforcement case number:	[...]	
License plate number:	[...]	Determination of the infringement by ...
Fixed substitute toll amount		
Net	EUR 100,00	<b>Type of offence</b>
+20 % VAT	EUR 20,00	Non-payment of toll in Austria
Gross	EUR 120,00	according to § 20 par. 1 Federal Roads Toll Act 2002 – BStMG

**Information letter pursuant to Articles 24 and 25 of Directive (EU) 2019/520 - Substitute toll**

Dear holder of the registration certificate,

the motor vehicle registered to you with the license plate number [...] was detected on the Austrian toll road network by an automatic vignette monitoring system. It was discovered that the section toll owed had not been paid properly. In this case, § 19 paras 1 and 4 BStMG 2002 in conjunction with the Tolling Regulations provide for a substitute toll of EUR 120 including VAT.

Please transfer the amount of **EUR 120** to the following bank account within **four weeks**:

Bank: [...]  
 Recipient: ASFAG  
 IBAN: [...]  
 BIC: [...] (if an 8-digit BIC is to be entered)  
 [...] (if an 11-digit BIC is to be entered)  
 Payment reference: [...] (without spaces)



Please enter the above IBAN and, if applicable, BIC as well as the payment reference on a payment order or in your online banking or mobile banking app in the fields provided.



**Autobahnen- und Schnellstraßen-Finanzierungs-Aktiengesellschaft**

Schnirchgasse 17  
1030 Wien  
Österreich

Questions about the substitute toll:  
[help.asfinag.at/avk](http://help.asfinag.at/avk)  
 Tel. +43 50108-99299

UID: ATU 43143200  
 Firmenbuchgericht: Handelsgericht Wien, FN 92191 a  
 Rechtsform Aktiengesellschaft, Sitz Wien  
 TÜV Austria Zertifikat Nr. Q153113, Zertifiziert nach ISO 9001:2015

Page 1 of 2

By paying on time, you will avoid the initiation of administrative penalty proceedings with the competent authorities [...]. These authorities may send you an information letter prescribing a fine in the amount of EUR 300. If this prescribed amount is not paid in due time, formal administrative penalty proceedings may subsequently be initiated, in which the penalty range is EUR 300 – 3000.

The payment deadline will neither be waived nor extended even if ASFINAG Maut Service GmbH is contacted. Please remember that the transfer may take several days.

Important:

1. The amount of the substitute toll is set out in the applicable tolling regulations. A reduction of the justified substitute toll demand is not possible.
2. Payment in instalments is not possible. Please pay the total amount.
3. Partial payments will be refunded immediately, subject to a processing fee of EUR 15. Such payments cannot avoid the initiation of administrative penalty proceedings.
4. If you have any questions regarding this information letter or would like to comment in writing on the accusation of non-payment of the toll, please contact ASFINAG at [help.asfinag.at/avk](mailto:help.asfinag.at/avk). You are also welcome to enclose relevant evidence for your argumentation with your message. Please note that reply letters can only be processed in German or English.

**Please note**, that the substitute toll is only deemed to have been paid when the total amount is received in ASFINAG's bank account within 4 weeks of the date of issue of this payment request and the transfer contains the payment reference [...]. The payment can only be allocated to the payment request if the stated payment reference is complete and correct.

Kind regards

**ASFINAG**

Please note: In the case of a bank transfer, the total amount must be transferred gross (i.e. including VAT), as this is a transaction carried out in Austria that does not constitute an intra-Community supply or service. The VAT paid can only be reclaimed by a company pursuant to § 2 UStG with its registered office within the EU from a reclaim amount of EUR 50 by application to the competent local tax office and with a registered office in a third country from a reclaim amount of EUR 400 by application to the competent Austrian tax office.

Pursuant to Regulation (EU) 2016/679, you are entitled to request access to your personal data, the correction or deletion of such data or the restriction of the processing of your personal data or to object to the processing. Furthermore, you are entitled to lodge a complaint with the Austrian Data Protection Authority, Barichgasse 40-42, 1030 Vienna.

## 2. SECTION TOLL (TOLLING REGULATIONS PART A II)

Scan QR code!

Find the answers at  
[help.asfinag.at/stm](http://help.asfinag.at/stm)



Salzburg, Austria, on ...

### Invoice

Invoice number: [...]  
Enforcement case number: [...]  
License plate number: [...]

Date / time: ... / ...  
Road / toll selection: ...

Determination of the infringement by ...

Fixed substitute toll amount  
Net EUR 100,00  
+20 % VAT EUR 20,00  

---

Gross EUR 120,00

**Type of offence**  
Non-payment of toll in Austria  
according to § 32 par. 1 second sentence Federal  
Roads Toll Act 2002 – BStMG

### Information letter pursuant to Articles 24 and 25 of Directive (EU) 2019/520 - Substitute toll

Dear holder of the registration certificate,

the motor vehicle registered to you with the license plate number [...] was detected on the Austrian toll road network by an automatic vignette monitoring system. It was discovered that the section toll owed had not been paid properly. In this case, § 19 paras 1 and 4 BStMG 2002 in conjunction with the Tolling Regulations provide for a substitute toll of EUR 120 including VAT.

Please transfer the amount of **EUR 120** to the following bank account within **four weeks**:

Bank: [...]  
Recipient: ASFINAG  
IBAN: [...]  
BIC: [...] (if an 8-digit BIC is to be entered)  
          [...] (if an 11-digit BIC is to be entered)  
Payment reference: [...] (without spaces)



Please enter the above IBAN and, if applicable, BIC as well as the payment reference on a payment order or in your online banking or mobile banking app in the fields provided.



Autobahnen- und Schnellstraßen-Finanzierungs-Aktiengesellschaft

Schnirchgasse 17  
1030 Wien  
Österreich

Questions about the substitute toll:  
[help.asfinag.at/stm](http://help.asfinag.at/stm)  
Tel. +43 50108-99299

UID: ATU 43143200  
Firmenbuchgericht: Handelsgericht Wien, FN 92191 a  
Rechtsform Aktiengesellschaft, Sitz Wien  
TÜV Austria Zertifikat Nr. Q1531134 / zertifiziert nach ISO 9001:2015

Page 1 of 2

By paying on time, you will avoid the initiation of administrative penalty proceedings with the competent authorities [...]. These authorities may send you an information letter prescribing a fine in the amount of EUR 300. If this prescribed amount is not paid in due time, formal administrative penalty proceedings may subsequently be initiated, in which the penalty range is EUR 300 – 3000.

The payment deadline will neither be waived nor extended even if ASFINAG Maut Service GmbH is contacted. Please remember that the transfer may take several days.

Important:

1. The amount of the substitute toll is set out in the applicable tolling regulations. A reduction of the justified substitute toll demand is not possible.
2. Payment in instalments is not possible. Please pay the total amount.
3. Partial payments will be refunded immediately, subject to a processing fee of EUR 15. Such payments cannot avoid the initiation of administrative penalty proceedings.
4. If you have any questions regarding this information letter or would like to comment in writing on the accusation of non-payment of the toll, please contact ASFINAG at [help.asfinag.at/stm](mailto:help.asfinag.at/stm). You are also welcome to enclose relevant evidence for your argumentation with your message. Please note that reply letters can only be processed in German or English.

**Please note**, that the substitute toll is only deemed to have been paid when the total amount is received in ASFINAG's bank account within 4 weeks of the date of issue of this payment request and the transfer contains the payment reference [...]. The payment can only be allocated to the payment request if the stated payment reference is complete and correct.

Kind regards

**ASFINAG**

Please note: In the case of a bank transfer, the total amount must be transferred gross (i.e. including VAT), as this is a transaction carried out in Austria that does not constitute an intra-Community supply or service. The VAT paid can only be reclaimed by a company pursuant to § 2 UStG with its registered office within the EU from a reclaim amount of EUR 50 by application to the competent local tax office and with a registered office in a third country from a reclaim amount of EUR 400 by application to the competent Austrian tax office.

Pursuant to Regulation (EU) 2016/679, you are entitled to request access to your personal data, the correction or deletion of such data or the restriction of the processing of your personal data or to object to the processing. Furthermore, you are entitled to lodge a complaint with the Austrian Data Protection Authority, Barichgasse 40-42, 1030 Vienna.



### 3. DISTANCE-RELATED TOLLS (TOLLING REGULATIONS PART B)

Vienna, ...

#### Information letter pursuant to Articles 24 and 25 of Directive (EU) 2019/520 – Substitute toll

##### Invoice

Invoice number: ...

Identification number: ...

Vehicle license plate number / country of registration: ... / ...

Date / Time: ... / ...

Road / Toll section: ... / ...

Determination of the infringement by: ...

**Type of offence:** Non-payment of toll in Austria according to § 20 par. 2 Federal Roads Toll Act 2002 – BStMG

<b>Fixed substitute toll amount:</b>	<b>Net:</b>	<b>EUR</b>	<b>200,00</b>
	<b>+20 % VAT</b>	<b>EUR</b>	<b>40,00</b>
	<b>Gross:</b>	<b>EUR</b>	<b>240,00</b>

Dear holder of the registration certificate,

The motor vehicle registered to you with the license plate number [...] was detected on the Austrian toll road network by an automatic toll control device. It was discovered that the distance-related toll for this motor vehicle had not been paid properly. In this case, § 19 paras 1 and 4 BStMG 2002 in conjunction with the Tolling Regulations provide for a substitute toll of EUR 240 including VAT.

#### How did the administrative offence occur?

- ...

Please transfer the amount of **EUR 240** to the following bank account within **four weeks**:



**Autobahnen- und Schnellstraßen-Finanzierungs-Aktiengesellschaft**

Austro Tower  
Schnirchgasse 17  
1030 Wien  
Österreich

info@asfinag.at  
asfinag.at/kontakt

Firmenbuchgericht: Handelsgericht Wien, FN 92191 a  
Rechtsform: Aktiengesellschaft, Sitz: Wien, UID: ATU 43143200  
TÜV-Süd Zertifikat Nr. Q1531134, zertifiziert nach ISO 9001:2015

Page 1 of 3

Bank: [...]
Recipient: ASFINAG
IBAN: [...]
BIC: [...]
Payment reference: [...]



Please enter the above IBAN and, if applicable, BIC as well as the payment reference either on a payment order or in your internet banking or banking app in the fields provided or scan the above QR code, which contains all transfer data.

By paying on time, you will avoid the initiation of administrative penalty proceedings with the competent authorities [...].

These authorities may send you an information letter prescribing a fine in the amount of EUR 300. If this prescribed amount is not paid in due time, formal administrative penalty proceedings may subsequently be initiated, in which the penalty range is EUR 300 – 3.000.

The payment deadline will neither be waived nor extended even if ASFINAG Maut Service GmbH is contacted. Please remember that the transfer may take several days.

Important:

1. The amount of the substitute toll is set out in the applicable tolling regulations. A reduction of the justified substitute toll demand is not possible.
2. Payment in instalments is not possible. Please pay the total amount.
3. Partial payments will be refunded immediately, subject to a processing fee of EUR 15. Such payments cannot avoid the initiation of administrative penalty proceedings.
4. If you have any questions regarding this information letter or if you believe that the accusation of non-payment of the toll is unjustified, please contact ASFINAG by e-mail at info@go-maut.at. Please note that reply letters can only be processed in German or English. You can also reach the ASFINAG Service Centre at the following telephone number: +43 1 955 1266.

The payment can only be correctly allocated if the stated payment reference is complete and correct.

How can such requests for payment of a substitute toll be avoided in the future?

- ...

Information on the toll system and the tolling regulations can be found at www.asfinag.at and www.go-maut.at.

Kind regards,  
ASFINAG

Please note: In the case of a bank transfer, the total amount must be transferred gross (i.e. including VAT), as this is a transaction carried out in Austria that does not constitute an intra-Community supply or service. The VAT paid can only be reclaimed by a company pursuant to § 2 UStG with its registered office within the EU from a reclaim amount of EUR 50 by application to the competent local tax office and with a registered office in a third country from a reclaim amount of EUR 400 by application to the competent Austrian tax office.

Pursuant to Regulation (EU) 2016/679, you are entitled to request access to your personal data, the correction or deletion of such data or the restriction of the processing of your personal data or to object to the processing. Furthermore, you are entitled to lodge a complaint with the Austrian Data Protection Authority: Österreichische Datenschutzbehörde, Barichgasse 40–42, 1030 Wien, Austria.

All enforcement cases of the offence in detail:

Enforcement case no.	Date / Time	Road / Toll section Enforcement case type	declared number of axles (only if the number of axles declared is too low)
...	... / ...	... / ...	...



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Austro Tower, Schnirchgasse 17  
1030 Wien, Österreich

info@asfinag.at  
asfinag.at/kontakt

Page 3 of 3