



**Search by Destination**

**Search by Free Text**

**Search by Route No.**

**Book Tickets Online**

**What's New in Routes?**

**Phone Numbers & Addresses**

**Rav Kav Card**

**Travel Info**

- Schedule Information
- Numbers and Addresses
- What's New in Routes
- Lost & Found Offices
- Luggage, Prams & Pets
- Who's Eligible for Discounts
- Discounted Tickets
- Rav Kav Card
- Fares and Codes
- Ticket Offices

**Book Online**

- Tickets to Eilat
- Tickets to Dead Sea Region
- Student Pass

**Tourism**

- Egged Heseim
- Minibus Reservation
- Egged Tours
- Egged Bus Museum
- Jerusalem Tours

**Services**

- Call Taxt \*5657
- Bus Maintenance

**News & Benefits**

- What's New?
- Benefits to Customers

**About Us**

- Who Are We
- Subsidiaries
- Safety
- Career Opportunities
- Corporate Responsibility
- Egged and Environment
- Egged and Community
- Bus Museum
- Our Fleet
- Site Map

**Customer Service**

- FAQ
- Contact Us
- Useful Links
- Service Level Agreement

## Complaints

[Home Page](#) [Contact Us](#) [Complaints](#)

Use this form for complaints related to drivers' behavior, not pick up or drop off passengers at a designated bus stop, delays.

Complaints related to insurance/accidents/claims for compensatory damages should be sent to Egged Insurance Department.

Complaints related to [Egged Taavura](#), [Egged Tours](#) and [Egged Heseim](#) companies **will not be answered**.

An asterisk marks a mandatory field to fill

## Personal Details

First name	<input type="text" value="Stephen"/>	Last name	<input type="text" value="Elliott"/>	Email	<input type="text" value="info@gonorthwork.com"/>
Mobile	<input type="text" value="(052) 379-8402"/>	Phone	<input type="text" value="(04) 873-3435"/>	Fax	<input type="text"/>

## Mailing Address

Street	<input type="text" value="Megido"/>	No.	<input type="text" value="5 / Apt 8"/>	City	<input type="text" value="Karmiel"/>
POBox	<input type="text"/>	Zip Code	<input type="text" value="2915074"/>		

## Event Details

Date of event	<input type="text" value="01/06/2015"/>		First name of the driver/employee	<input type="text" value="Refused to Provide/Spoke"/>
Last name of the driver/employee	<input type="text" value="Refused to Provide"/>		ID of the driver/employee	<input type="text" value="85467"/>
Registration Number (figures)	<input type="text"/>		Inner bus number	<input type="text" value="500"/>
Bus route	<input type="text" value="500"/>		Route direction	<input type="text" value="To Kiryat Shmona"/>
Time of departure from first stop	<input type="text" value="17:58"/>		Exact time of event	<input type="text" value="17:58"/>
Exact location of event	<input type="text" value="Karmiel"/>		Area of event	<input type="text" value="Karmiel"/>

## Event Details

On 1/6 2015, I purchased a "go and return" ticket for NIS 53.60 from the Kaynon Lev Karmiel to Kiryat Shmona via the Karmiel Central Bus Station. The first driver issued two tickets, the receipt for the NIS 53.60 and the continuing ticket. However, the driver from the 500 from Karmiel to Kiryat Shmona improperly charged a second "Kartis Hamsheeh" (Continuing

