



Order form for BahnCard 100 temporary offer

This form does not cover BahnCard 100 subscriptions. The order form for a BahnCard 100 subscription is available from any DB sales point.

To

DB Fernverkehr AG
BahnCard 100
60645 Frankfurt am Main
Germany

bahncard100@bahn.de

Please **include a passport photo** with the completed form and send both items the following **e-mail address: bahncard100@bahn.de**

You must submit the order form at least **14 days before** your BahnCard's planned **first day of validity**.

Information about BahnCard 100 Senioren

Please select the BahnCard 100 you want:

Valid from: The date must be at least 14 days in the future to allow receipt and processing of your order. The BahnCard 100 Senioren is for everyone aged 65 and over.

Previous BahnCard number (if available): 70814

Information about the card holder

The card holder's address serves as the delivery address. For delivery to a business address, please add the company's name as the additional address information.

Salutation	Title	Date of birth
First name		Surname
Address line 1		Address line 2
c/o (additional address information)		Country
E-mail address		Phone

Signature

I certify that the information provided here is correct. I accept DB AG's terms and conditions of carriage and the information provided below regarding BahnBonus and privacy. The contract is concluded with DB Fernverkehr AG. DB AG sends information to the e-mail address provided here unless receipt by post is explicitly requested

Date

Signature*

*We also accept digital signatures.

Payment details

I am a registered www.bahn.de customer. Payment by direct debit.

To pay by direct debit, you need a www.bahn.de customer account that has been authorised for this payment method via the My Bahn function.

As a registered customer who uses our online services and who is authorised to pay by direct debit, you have the option of selecting direct debit when paying.

Payment by personal credit card.

When processing the order, we will contact you (the submitter) by phone to handle the payment stage. If the submitter and credit card holder are different people, please provide the credit card holder's phone number so we can contact them instead.

Credit card holder's phone number if they are not the person submitting the order

By signing, I authorise DB Vertrieb GmbH (60486 Frankfurt am Main, Europa Allee 78-84, Germany) to use SEPA direct debits to charge payments to my account (or in the name of the account holder if they are a different person). I also authorise my bank to perform SEPA direct debit transactions requested by DB Vertrieb GmbH, account IBAN DE39DBV00000002177.

I can request the reimbursement of the payment within a period of 8 weeks as of the date of the direct debit transaction. The terms and conditions of the relevant agreement with my bank apply.

DB Fernverkehr AG will charge the price of a BahnCard 100 (as selected above) to this account in the form of a payment for one year (not a subscription). The company will forward address-related information to a service provider to facilitate a credit check.

Date Signature* of the account holder or credit card holder

*We also accept digital signatures.

Billing address details if different from card holders' s address

Invoice sent electronically by e-mail

Company Department / recipient

Address line 1 Address line 2

c/o (additional address information) Country

E-mail address of invoice recipient

BahnBonus registration

With our benefit program, you can earn valuable reward points for a variety of rail, in-kind and donation rewards. With your registration, you also enjoy many exclusive status benefits. When you buy a BahnCard 100, we automatically transfer the points for its price to your card. We use details pertaining to the order (card holder's details) and the points collected for marketing-related purposes. You can opt out of receiving advertising at any time.

Yes, I would like to register for the BahnBonus programme, and I accept the terms and conditions for participants (see p. 3 of this document).

Registration for e-mail communication

I authorise DB Fernverkehr AG to send me e-mails containing interesting information and notification of special offers. By registering for BahnBonus, I will simultaneously receive a one-time upgrade to first class. I reserve the right to opt out at any time.

BahnCard 100 photo

Please attach a recent passport-style photo as a jpg., tif. or bmp. file when you e-mail the order form to us. NB: Do not exceed the maximum size of 10 MB.

We cannot process your order without a photo.

Participation conditions for the BahnBonus customer loyalty programme; valid as of 12 June 2022

1. What is the BahnBonus programme?

- 1.1 The BahnBonus programme is our scheme for rewarding customers when they use our services. In this instance, "we" means DB Fernverkehr AG, Europa-Allee 78-84 in 60486 Frankfurt am Main, Germany. These conditions apply to everyone participating in DB Fernverkehr AG's BahnBonus programme.
- 1.2 When you participate in the BahnBonus programme, you can collect BahnBonus bonus points and BahnBonus status points. A description of the BahnBonus programme is available at <https://www.bahn.de/bahnbonus>.
- 1.3 The BahnBonus programme has two different kinds of points: bonus points and status points. You can redeem bonus points for BahnBonus rewards. You can use status points to qualify for services that are reserved for customers who have a given status level.
- 1.4 It is not possible to use status points for BahnBonus rewards or exchange them for bonus points (or vice versa).
- 1.5 Bonus points and status points are non-transferable: only the person who has collected them can use them. Similarly, tickets obtained as BahnBonus rewards are non-transferable unless this is expressly permitted.

2. Who can participate in the BahnBonus programme?

- 2.1 All natural persons who are at least 16 years of age and resident within the European Economic Area are eligible to participate. Participation in the BahnBonus programme is free of charge.
- 2.2 If you want to participate in the BahnBonus programme, simply register at <https://www.bahn.de/bahnbonus>. Registration requires the following information: surname, first name, address, e-mail address and date of birth. You can change your details whenever you want at <https://www.bahn.de/>.
- 2.3 When you have completed the registration process, we will send you confirmation in addition to your personal BahnBonus number. We will also post your BahnBonus card to you. This card carries your BahnBonus number, and it serves to verify your entitlement to free journeys with bonus points. If you have a valid BahnCard, it doubles as a BahnBonus card once you complete the registration process. In this case, you will not receive a separate BahnBonus card. Your BahnBonus number is also available as a "digital card" in the BahnBonus app after registration. You can use this digital BahnBonus card for identification purposes when claiming free journeys with bonus points. The BahnBonus app is available free of charge from the usual app stores.

3. How do I use BahnBonus?

- 3.1 To use the BahnBonus programme, you must have registered and have received your BahnBonus number. After you complete the registration process, this number is visible on your (digital) BahnBonus card or BahnCard, as well as in the notification we sent to confirm your registration (see section 2.3).
- 3.2 You can use the BahnBonus programme's functions via the BahnBonus app. It is available free of charge from the usual app stores. You also have access to BahnBonus programme online at <https://www.bahn.de/bahnbonus>.
- 3.3 If you want to know the current status of your bonus and status points, you can check the BahnBonus app, go to the webpage <https://www.bahn.de/bahnbonus> or call the free BahnBonus service number at +49 (0) 30-2970. We also send the programme's participants regular updates to inform them about how many points they currently have.

4. How do I collect points?

- 4.1 As a BahnBonus participant, you receive bonus points and status points when you buy DB Fernverkehr AG services that come with points (e.g. tickets, BahnCards). An overview of DB Fernverkehr's services with points is available at <https://www.bahn.de/p/view/bahncard/bahnbonus/tarife.shtml>
- 4.2 You receive one bonus point and one status point for every euro you spend. For the purpose of collecting points, DB Fernverkehr AG's are rounded up to the nearest full figure. You receive both types of BahnBonus points for purchases worth EUR 5 or more.
- 4.3 You can use your customer account's settings to decide if you want to automatically collect bonus and status points for every transaction that includes them (automatic collection is preset during the registration process, but you can deactivate it). Irrespective of this, you have the option of selecting whether or not you want to collect bonus and status points each time you make a transaction that includes them. You automatically get bonus and status points when you buy subscription tickets (DB job tickets and DB annual tickets). It is not possible to refuse points in this instance.
- 4.4 In certain cases, special offers entail a different number of bonus and status points. We will inform you about these offers via the webpage <https://www.bahn.de/p/view/bahncard/bahnbonus/bahnbonus.shtml>, the BahnBonus app, letter or e-mail.
- 4.5 If the person travelling is not the person who made the booking, only the traveller receives points, and this person must be a registered BahnBonus customer.
- 4.6 You can also collect bonus points from DB's mobility and travel service providers, as well as from partner companies that have joined the programme. However, status points are not available for these operators' services.
- 4.7 You can collect bonus points when you use your BahnCard as a credit card provided Commerzbank still offers the credit card function. Status points are not available when you use your BahnCard as a credit card. Information about your BahnCard's credit card function is available here: <https://www.bahn.de/kreditkarte>
- 4.8 Information about the options for collecting points is available here: <https://www.bahn.de/p/view/bahncard/bahnbonus/bahnbonus-sammeln.shtml>.
- 4.9 We reserve the right to check your BahnBonus points account for compliance with our terms and conditions.

5. When do I get bonus and status points?

5.1 We normally transfer bonus and status points to your account after you buy a service (ticket or BahnCard) that comes with points. However, in the case of tickets, we transfer the points on the first day of validity of the ticket or BahnCard at the earliest. Delays may occur in some cases.

5.2 It normally takes a month to receive bonus points linked to purchases from DB mobility and travel service providers. The same applies to purchases from partner companies that participate in the programme and to purchases made using the BahnCard as a credit card.

5.3 We do not retroactively transfer bonus and/or status points, for example if you fail to provide your BahnBonus number when making a purchase.

6. Is it possible to transfer bonus and status points to another person?

No. Bonus and status points cannot be transferred to another person, even if they have registered for the BahnBonus programme.

7. Do bonus and status points have an expiry date? Do they get deleted?

7.1 Yes. Bonus points expire three years (at the end of the relevant quarter) if you do not have redeemed them for a BahnBonus bonus by this time.

7.2 If you have a BahnCard credit card when points are due to expire, our system suspends deletion for the duration of the card's validity period. If you cancel your BahnCard credit card, our system identifies any unredeemed bonus points whose expiry was postponed and deletes them at the end of the next quarter. Deletion does not take place if you have another BahnCard credit card by the end of the quarter in question. In this case, deletion is suspended for the duration of the new card's validity.

7.3 Status points expire 12 months after they are issued.

7.4 If you cancel a ticket which comes with bonus and/or status points, these points are also cancelled.

7.5 Bonus and status points are deleted if you apply for a refund as part of the passenger rights process or cancel your BahnCard 25/50 contract in line with distance selling regulations. If applicable, the number of deleted points is proportionate to the refund/cancellation.

8. How do I end my BahnBonus membership?

8.1 You can cancel your BahnBonus participation whenever you want and without giving any reasons.

You can use following methods to cancel your membership:

- Via www.bahn.de/bahncard-services
- By sending an e-mail to bahnbonus-service@bahn.de.
- By calling the free BahnBonus Service hotline at +49 (0) 30-2970
- By posting your cancellation to DB Fernverkehr AG, BahnBonus Service, 60644 Frankfurt am Main, Germany.

8.2 When we receive your cancellation, our system deletes all bonus and status points, and you cannot collect new points. Cancellation revokes the status level you might have.

8.3 We have a notice period of 12 months if we want to cancel your membership. During this 12-month period, you can collect new bonus and status points, and you can redeem bonus points. However, any remaining bonus or status points expire when the notice period ends.

8.4 Independently of the aforementioned ordinary termination by you or us, each contracting party is entitled to an extraordinary termination with good cause. Notification of an extraordinary termination must be made in writing (e.g. in an e-mail).

We shall deem good cause to exist in the following situations in particular:

- A serious breach of the terms and conditions for participating in the BahnBonus programme
- Misuse or manipulation of the BahnBonus programme
- Material misrepresentation by the programme participant

8.5 Except in cases pursuant to sections 314.2 and 323.2 of Germany's civil code (Bürgerliches Gesetzbuch), extraordinary termination is permitted only after the unsuccessful expiry of a period set for remedy or after an unsuccessful warning.

8.6 If one contracting party issues notification of extraordinary termination, bonus and status points expire six months after receipt of this notification, unless these bonus and status points expire before this date in accordance with item 7.

9. How do I redeem bonus points?

9.1 The terms for redeeming bonus points for rail-related, non-cash and donation rewards are detailed in the relevant list of conditions. You can view the terms here: [bahn.de/agb]

9.2 The terms for tickets obtained with bonus points are detailed in DB AG's conditions of carriage. In particular, please see the point relating to tickets obtained within the BahnBonus programme. You can view the terms here: [bahn.de/agb]

10. What do status points do?

10.1 When you collect status points, you can reach a status level that entitles you to certain benefits. Each status level entitles you to different benefits. Information is available via the BahnBonus app and here [www.bahn.de/bahnbonus].

10.2 A status level is valid for 12 months from the date that you reach it. You retain a status level even if your number of points subsequently falls below the associated threshold.

10.3 If you reach the threshold for a higher level before the 12 months of your current level expire, you automatically move to the new, higher level and are entitled to remain there for 12 months.

11. How do I get access to or claim status-related benefits?

11.1 You can only claim status-related benefits via the BahnBonus app. There is no other way to redeem status points. We do not issue physical vouchers or status certificates.

Descriptions of our status-related benefits and practicalities associated with them are available in the BahnBonus app and here [www.bahn.de/bahnbonus].

11.2 You can check your status-related information in the BahnBonus app, at www.bahn.de/bahnbonus or via the free BahnBonus Service hotline at +49 (0) 30 2970.

12. Are these terms of use subject to change?

12.1 We may amend the terms of use for the BahnBonus programme as described below if there is good reason for such changes and insofar as the changes are reasonable, in line with your and our interests.

12.2 In particular, we deem a good reason to exist in the event of a not-inconsequential issue in a contract's equivalence that we did not foresee at signing, in the event of technical issues or if changes are necessary for the further performance of the contract following a court ruling or new legislation.

12.3 We will send you the amended BahnBonus terms of use in text form at least eight weeks before they are due to come into force, and we will specifically draw your attention to the new regulations and the date when they are due to come into force. At the same time, we will give you at least eight weeks as a reasonable period of time to state if you accept or reject to the amended BahnBonus terms of use.

12.4 This eight-week period starts when you receive our written notification of the upcoming changes. We shall deem you to have accepted the amended terms of use if you do not explicitly reject them within the allotted eight-week period.

12.5 At the beginning of the eight-week period, we will inform you specifically about this legal situation, i.e. your right of objection, the associated deadline and what happens if you do not make any statement.

12.6 Changes can be made to obligations arising from the core service only if you actively consent to such changes.

13. Additional information

13.1 Our contracts are in German.

13.2 The law of the Federal Republic of Germany applies if your habitual residence is in Germany.

German law shall also apply if you are a consumer whose habitual residence is not in Germany. However, mandatory provisions of your country of habitual residence shall remain unaffected. In all other respects, the applicable law shall be determined in accordance with the statutory provisions.

13.3 If you do not have a place of jurisdiction in Germany or another EU member state, if you are a registered trader, if you move your permanent place of residence abroad after these terms of use come into force, or if your place of residence or usual place of abode is unknown at the time when legal action is brought, the exclusive place of jurisdiction for all disputes in connection with the BahnBonus programme shall be the registered office of DB Fernverkehr AG in Frankfurt am Main, Germany.

13.4 We are neither under an obligation nor are we willing to participate in dispute settlement proceedings in front of a consumer arbitration board.

Privacy information

1. General

DB Fernverkehr AG, Europa-Allee 78-84, 60486 Frankfurt am Main, Germany, is responsible for collecting, processing and using personal data in connection with BahnBonus. The external service providers that we hire to process data are carefully selected and subject to strict contractual obligations, which also include further technical and organisational actions and supplementary checks. We do not disclose any personal data to partners involved in the BahnBonus programme or to other third parties. In specific cases, we may be legally obliged to forward personal data to the authorities.

2. BahnCard

DB Fernverkehr AG uses personal data collected via the BahnCard order form to issue and process BahnCards, as well as for customer support and marketing purposes. If you do not wish to receive advertising, you can opt out at any time by e-mail (bahncard-service@bahn.de) or by post (DB Fernverkehr AG, BahnCard Service, 60643 Frankfurt am Main).

3. BahnBonus

We use the BahnBonus-related data we collect to manage the programme (overview of points and rewards) and for marketing purposes (sending advertising to certain participants, performing market research and using anonymised statistical processes to improve performance). If you are a BahnBonus customer but do not want to receive advertising, you can opt out at any time by making use of your statutory right to object. To do so, simply contact us e-mail at bahnbonus-service@bahn.de or post at DB Fernverkehr AG, BahnBonus Service, 60644 Frankfurt am Main, Germany. You will no longer receive information or offers, and we will only use data collected in connection with BahnBonus to manage the BahnBonus programme and for anonymised statistical processes. Your objection has no effect on your participation in the BahnBonus programme, and you can continue to collect and redeem BahnBonus points. Data saved in connection with the points collection process is also deleted when BahnBonus points expire. We delete your master data as per point 6.2.1 if it is no longer required for awarding points or sending rewards to you.

4. Do you have questions or suggestions?

The Group data protection officer at Deutsche Bahn AG is Ms Dr. Marein Müller. Would you like information about the data stored in relation to you in the BahnBonus programme? Do you have any questions or suggestions? Simply contact DB Fernverkehr AG by e-mail at bahnbonus-service@bahn.de or by post at DB Fernverkehr AG, Datenschutz, Europa-Allee 78-84, 60486 Frankfurt am Main, Germany, stating your specific concern.