

## Subscription terms for the SozialTicket

The VRR conditions of carriage and tariff provisions as well as the following terms shall apply to the SozialTicket subscription.

### 1. Requirements for the subscription

Eligible persons in accordance with item 1.1.1 may purchase the SozialTicket as a subscription. For this, the subscriber/contracting partner must submit the properly completed order form with direct debit authorisation and proof of eligibility by submission of the carrier card issued by the competent office (certificate of eligibility) to a VRR transport company in the application procedure.

As part of the application check, the transport company may collect information on the creditworthiness of the subscriber and account holder from a credit agency. Transport companies wishing to perform a credit check shall inform the subscriber/contracting partner in advance and obtain their signature. The subscriber/contracting partner is thereby informed of this. In the event of a negative result, the subscription application shall be deemed rejected. The credit check requires transmission of surname, first name, address, and date of birth to the credit agency. The transport company shall store the result of this check for up to 6 months in compliance with data protection regulations.

### 2. Conclusion of the subscription contract

The subscription contract shall enter into effect upon handover of tickets to the subscriber or their authorised representative by the transport company for the initial contractual period or with the payment of monthly instalments for tickets sent without prompting. The ticket is in the subscriber's possession. The transport company retains title in the chip card. If the ticket has expired, the subscriber will be sent a new ticket without prompting. After the contractual relationship expires, the subscriber must return the ticket to the transport company. The recipient (in this case: the transport company) must check the ticket for correctness and completeness. If the ticket is handed over or mailed, the cover letter will state the data stored on the chip. The ticket data stored on the chip are decisive. The subscriber can read their ticket at the KundenCenter (or with their own reader) to check the information on the chip. Complaints must be raised with the transport company without undue delay, but no later than 10 days after receipt, in writing or in person. Subsequent complaints may not be considered.

### 3. Start and duration of the subscription

The subscription may commence on the 1st day of each month if the properly completed order form with the SEPA direct debit mandate and any further information required for this has been received by a VRR transport company (cf. item 1.). This shall require text form. Written form is also permitted.

Otherwise, the start date will be the next possible date. The subscription shall apply at most for the period named in the approval notice from the authority, starting with the first month of the subscription and ending automatically if the customer's status changes (loss of eligibility for use in accordance with item 1 (corresponding to item 20.1.1 in the manual)).

If customers want to continue their existing subscription after the end of the period named in the approval notice, they must document their eligibility for purchasing and using the SozialTicket again by submitting a valid carrier card (certificate of eligibility) and evidence of their eligibility by submission of the carrier card (certificate of eligibility) issued by the competent office again for the future period.

### 4. Direct debit on time

The account holder shall be obligated to have the monthly direct debit amount available in the account specified on the order form or in the current SEPA mandate on the due date for payment. The account holder shall be notified of the collection directly or indirectly via the contracting partner at least one day before the first due date.

### 5. Changes to the subscription or loss of eligibility

Changes to the subscription (scope of application) are possible at the 1st day of a calendar month. This shall require text form. Written form is also permitted. The sales offices can provide forms for notification of change requests. In the case of account changes, a new SEPA mandate must be submitted at the same time.

With the change made at the request of the subscriber, the contents of the original subscription contract or the entries made during previous changes on the ticket shall be rendered invalid at the agreed time. The change will be made at the KundenCenter or at an otherwise designated location of the contracting transport company. The originally issued ticket must be returned to the transport company. Customers or their legal representatives are obligated to inform the transport company of any changes of status (loss of eligibility in accordance with item 1 (corresponding to item 20.1.1 in the manual)). The customer must notify the transport company of the change in status in writing or in person in time before the change takes effect. If their eligibility in accordance with item 1 ceases to exist, customers must pay the difference to the current transport charge for the Ticket1000 as a monthly ticket of price levels A1 or A2 for each subsequent month in which no change of status is submitted to the transport company. The originally issued SozialTicket as a chip card must be returned to the transport company by the 3rd working day following entering into effect of the status change.

### 6. Termination of the subscription

The subscription can be terminated at any time during the term at the end of a calendar month without any period of notice. The termination shall enter into effect at the end of the last month of the subscription. The notice of termination shall be effective only if it is received by the transport company by the last day of the current month of the subscription.

A termination fee shall not be charged. The transport company has the right to terminate the direct debit procedure with direct debit authorisation without notice for cause. Cause for termination shall be deemed present in particular if direct debiting is not possible in accordance with item 4 (corresponding to item 1.1.4 in the manual). Another requirement for termination without notice shall be that the amount to be debited was not paid within a period of 14 days in spite of a reminder. Notice of termination must be given in writing. Any chargeback and reminder fees shall be borne by the account holder in any case.

In the event of termination, the ticket will be blocked in the transport company's customer file. Furthermore, a corresponding note is forwarded to the Verkehrsverbund Rhein-Ruhr AöR. The ticket as a chip card must be returned to the contracting company without undue delay and undamaged.

Otherwise, a flat fee of 10.00 euros shall arise. Interruption of the subscription during the subscription period is not possible.

### 7. Loss or destruction

Loss or destruction of a SozialTicket as a chip card must be reported to the transport company without undue delay. The originally issued SozialTicket as a chip card will then be blocked in the transport company's customer file. A corresponding note will also be forwarded to the central block list of the VRR. A lost or destroyed SozialTicket as a chip card will be replaced for a fee of 10.00 Euro. A fee of 20.00 Euro (including a handling fee of 10.00 Euro) will be charged for any additional replacement issue.

In the event of loss or destruction of the ticket, the transport company shall not accept any liability for damage incurred by the subscriber due to their inability to use any other benefits generated by the ticket in addition to the transport service. Compensation for such benefits by the transport company shall be excluded.

### 8. Change of residence

The account holder, the subscriber, and, if applicable, their legal representative are obligated to notify the transport company of any change of residence without undue delay. This shall require text form. Written form is also permitted.

### 9. Refunds

Refunds of transport charges due to non-utilisation are not possible. Item 15.4 of the VRR tariff provisions shall not be affected by this.

### 10. Datenschutzrechtliche Bestimmungen

By entering into the subscription contract, the transport company acquires the right to collect, store, and use personal data resulting from the contractual relationship, its termination, or its amendment. This takes place in order to enable ticket inspections by transport companies participating in the electronic fare management procedure. Irrespective of this, the transport company shall provide VRR AöR with data on blocking of the ticket due to reported loss, expiry, or change of the contractual relationship or subscriber actions in breach of contract. The transport companies connected to the electronic fare management system have access to this information.

The following data will be transmitted: Card number, identifier of the issuing transport company, ticket type, date of issue, association identifier, start date of blocking, end of blocking if applicable. No personal data will be forwarded.