

All figures are rounded – unless otherwise indicated

<b>Card name</b>	<b>DKV CARD</b>
<b>Company</b>	<p><b>DKV EURO SERVICE GmbH + Co. KG</b></p> <p>Balcke-Dürr-Allee 3, 40882 Ratingen, Germany</p> <p>Toll-free service number 0800 358 358 3</p> <p>Fax 02102 55 18 192</p> <p><a href="mailto:info@dkv-euroservice.com">info@dkv-euroservice.com</a></p>
<b>Internet</b>	<a href="http://www.dkv-euroservice.com">http://www.dkv-euroservice.com</a>
<b>Cards and on-board units 2016</b>	Approx. 2.7 million
<b>Customers 2016</b>	Approx. 140,000
<b>Sales 2016</b>	EUR 6.3 billion
<b>Employees 2016</b>	Approx. 900 (DKV MOBILITY SERVICES Group)
<b>Acceptance</b>	<p>Over 65,500 acceptance points in 42 countries:</p> <ul style="list-style-type: none"> <li>» of which 46,500 are international fuel stations, and 12,300 are in Germany <ul style="list-style-type: none"> <li>» including 11,000 Autogas (LPG): 3,200 in Germany</li> <li>» including 1,000 natural gas: 700 in Germany</li> <li>» including 14,000 AdBlue: 4,600 in Germany</li> </ul> </li> <li>» 5,000 charging points in Germany (using DKV CARD <i>+CHARGE</i>)</li> <li>» 11,000 international service stations (for repairs, recovery &amp; towing, tyres, rental service and vehicle washes): approx. 5,700 in Germany</li> </ul> <p>Plus: border and toll booths, ferries, tunnels etc.</p>
<b>Activities</b>	Cash-free service en route (trucks, coaches) with products and services, CO <sub>2</sub> -offsetting (with the DKV CARD <i>CLIMATE</i> ), recharging e-vehicles (DKV CARD <i>+CHARGE</i> )
<b>Services</b>	<ul style="list-style-type: none"> <li>» Fuels (diesel and petrol in particular)</li> </ul>

- » Toll service (roads, bridges, tunnels)
- » Value added tax refund
- » Petroleum duty refund
- » Online services
- » Vehicle services

#### **Toll service**

- » **Toll (payment of road, tunnel and bridge tolls)** in Belgium, Bulgaria, Croatia, Georgia, Germany, Denmark, France, United Kingdom, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Rumania, Russia, Sweden, Switzerland, Slovakia, Slovenia, Spain, Czech Republic, Hungary, Belarus, Austria
- » **Cross-border (interoperable) DKV BOX SELECT** for France, Spain, Portugal, Liefkenshoek Tunnel (Belgium), Warnow and Herren Tunnels (Germany) and secure truck parks (France and Spain)
- » **CONSORZIO DKV Euro Service (Toll IT + Frejus Card)** – maximum discounts on Italian toll charges
- » Europe-wide toll calculator, road-rail, customs clearance service
- » **New from 2017:** toll in Georgia (02/17), Croatia (03/17)

#### **Value added tax refund**

- » **DKV REFUND NORMAL:**
  - » DKV Euro Service checks that the expenditure qualifies for a refund and applies for the value added tax refund to the tax authorities in the relevant country.
- » **DKV REFUND NET INVOICE:**
  - » Foreign value added tax is credited to the same DKV invoice immediately after receipt of all the substantiating documents.
- » DKV Euro Service handles the entire VAT refund process for you, including external vouchers:
  - » Automated processes and completion of all the bureaucratic procedures by experts fluent in the appropriate country language
  - » All European fiscal authorities recognise DKV invoices (exception: certain newly acceded EU countries)
  - » Access to all data at any time including automatic data archiving and extraction through DKV eREPORTING.

#### **DKV eSERVICES**

- » **DKV APP:**
  - » Mobile station finder
  - » Location-based service line
  - » DKV news
  - » Feedback function for incorrect station data
  - » Real-time fuel prices in Germany (German Federal Cartel Office's Market Transparency Unit for Fuels)
  - » For Android, iOS and Windows smartphones and tablets
  - » Available in 20 languages
- » **DKV MAPS:**
  - » Europe-wide station finder with integral route planner (for registered customers)
  - » Individualised estimate of the toll and fuel costs, and CO<sub>2</sub> emissions for a journey
  - » Convenient search facility and easy to follow display of the DKV stations.
- » **DKV INTERFACES:**
  - » Provision of planning and analysis data for direct data exchange with all popular

software systems

- » **DKV COCKPIT:**
  - » Account management tool for DKV customers including
  - » User and master data management
  - » Fuel card management
  - » Overview of valid/blocked boxes
  - » Book products online
  - » Overview of VAT refund countries
  - » Download of invoices and copy invoices
- » **DKV eREPORTING:**
  - » Detailed reports about: DKV transaction data, toll passage lists, irregularities, fuel consumption, CO<sub>2</sub> emissions and value added tax refunds
  - » Real time information about card use

## Vehicle service

- » **DKV ASSIST** provides immediate assistance in the event of a breakdown in 41 European countries 24/7.
  - » DKV service partners fulfil stringent quality requirements and have state-of-the-art equipment
  - » Integrated solutions including recovery & towing, repairs, tyre and other services
  - » Organisation of emergency breakdown, search, rescue and towing services
  - » Provision of security services
- » **DKV REPAIR** offers an extensive Europe-wide network to perform complex or simple repairs.
  - » Over 6,300 direct DKV partners and many other vehicle manufacturer acceptance points
  - » The DKV CARD is also accepted at many independent as well as at nearly all vehicle manufacturer garages
  - » Vehicle general inspection/emission check
  - » Cooling system service
  - » OBU installation service
- » **DKV WASH** offers cleaning of small and large vehicles at special partners.
  - » Europe-wide at 13,600 stations including vehicle washes at fuel stations
  - » Exterior cleaning of trucks, coaches and cars
  - » Interior cleaning of tankers and silo vehicles, refrigerated trucks and trucks for transporting foodstuff or chemicals
  - » Tank inertisation
- » **DKV RENT** provides highly flexible assistance when peaks in orders, vehicle breakdowns and bottlenecks occur.
  - » Service network with approximately 400 rental stations in DE and NL for cars, trucks (up to 40 tonnes), trailers, coaches (24 - 74 seats), vehicles for haulage and construction, and special vehicles such as hook-arm trailers, skiploaders and semitrailers
  - » No security deposit or payment of service fees
  - » Toll invoicing for rental vehicles
- » **DKV TYRE** can offer particularly favourable terms and conditions at many tyre

service providers

» About 4,300 stations Europe-wide, e.g. EUROMASTER, FIRST STOP, SERVICE QUADRAT and Vergölst

» **DKV DRIVER** provides a group of services of interest mainly to drivers.

» Electronic driving licence check confirms the possession and validity of driving licences using a tamper-proof seal of approval (LapID)

» 35-hour further training for truck and coach drivers in accordance with the German Professional Driver Qualification Act (BKrFQG) every five years at DEKRA, TÜV Rheinland or Fahrerakademie

» Add-on service for payment of parking charges through the DKV CARD or DKV BOX also at secure truck parks with special security features

**Special services**

» DKV CARD with freely selectable PIN code

**Cost**

» By arrangement

**Liability,**

**risk protection**

» The liability of the card holder ends as soon as we are notified of the loss of the card

**Billing**

» Twice monthly with country invoices, sorted according to vehicle registration number or cost centre (by e-mail if requested)

» Daily billing in line with the Toll Collect invoicing schedule

» DKV standard invoicing (14-day)

» Monthly invoicing ("Fleximaut")

» eInvoicing instead of paper invoices (for customers within the EU and Switzerland and Norway)

» Invoice on demand (various parts of an invoice can be sent to up to five different recipients)

**Preconditions**

» Good credit rating, exclusively for business use