

All figures are rounded – unless otherwise indicated

Card name	DKV CARD
Company	<p>DKV EURO SERVICE GmbH + Co. KG Balcke-Dürr-Allee 3, 40882 Ratingen, Germany Toll-free service number 0800 358 358 3 Fax 02102 55 18 192 info@dkv-euroservice.com</p>
Internet	http://www.dkv-euroservice.com
Cards and on-board units 2018	Approx. 3.7 million
Customers 2018	Approx. 200,000
Sales 2018	EUR 8.6 billion
Employees 2018	Over 1,000 (DKV MOBILITY SERVICES Group)
Acceptance	<p>Over 80,000 acceptance points in 42 countries:</p> <ul style="list-style-type: none"> » of which 52,500 are international fuel stations, and 13,100 are in Germany <ul style="list-style-type: none"> » including 12,000 Autogas (LPG): 3,400 in Germany » including 1,135 natural gas (CNG, LNG): 710 in Germany » including 21,000 AdBlue: 9,500 in Germany » 15,000 charging points: 12,000 in Germany (using DKV CARD +CHARGE) » 12,000 international service stations (for repairs, recovery & towing, tyres, parking, rental service and vehicle washes): approx. 6,000 in Germany <p>Plus: border and toll booths, ferries, tunnels etc.</p>
Activities	Cash-free service en route (trucks, coaches) with products and services, CO ₂ -offsetting (with the DKV CARD <i>CLIMATE</i>), recharging e-vehicles (DKV CARD +CHARGE)
Services	<ul style="list-style-type: none"> » Fuels (diesel and petrol in particular) » Toll service (roads, bridges, tunnels) » Value added tax refund » Petroleum duty refund » Digital services » Vehicle services

- » Flexible extension of payment terms (DKV EASY FLEX)

Toll services

- » **Toll (payment of road, tunnel and bridge tolls)** in Belgium, Bulgaria, Croatia, Georgia, Germany, Denmark, Estonia, 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: DKV BOX EUROPE** for Europe-wide toll settlement with a single on-board unit

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.

Digital Services

- » **DKV KEY SHARING:**
 - » Key is securely stored in the vehicle
 - » No personal vehicle handover required (24/7) thanks to app
 - » Paperless administration of vehicles and access authorizations
 - » Transparent overview of the respective vehicle users and their driving times
- » **DKV ECO BUNDLE:**
 - » measurement of speed, cruise control, roll-out and acceleration
 - » Display of current and forecast fuel prices along the planned route
 - » Playful Bonification of Economic Driving Behaviour

- » **DKV FLEET VIEW:**
 - » Real-time location enables targeted transfer of tasks and choice of the shortest routes between destinations
 - » Improved control of driving behavior and vehicle performance
 - » Notification if the location of the vehicle and the location of the fuel card do not match
 - » Notification when vehicles leave a defined area
 - » Automatic reporting (as a basis for training in more efficient driving performance)

- » **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 and iOS 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 CO₂ emissions for a journey
 - » Convenient search facility and easy to follow display of the DKV stations.

- » **DKV Tachomanager:**
 - » Web-based complete solution for data management around the digital tachograph
 - » Archiving and evaluation of driver and vehicle data
 - » Analysis of driving and rest periods to avoid fines
 - » Efficient control and coordination of the vehicle fleet

- » **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, CO₂ 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 and in Morocco 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 7,000 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 15,700 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 TYRE** can offer particularly favourable terms and conditions at many tyre service providers
 - » About 4,600 stations Europe-wide, e.g. EUROMASTER, FIRST STOP, PneuHage, POINT S, SILIGOM, SPEEDY, Feu Vert or Vergölst

- » **LUNADIS RENT** provides highly flexible assistance when peaks in orders, vehicle breakdowns and bottlenecks occur.
 - » Service network with approximately 320 rental stations in Germany, e.g. Hertz, R-TRUCKS or STAR CAR

- » **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)

- 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