

Kölner Verkehrs-Betriebe AG · 50927 Cologne

##123456##

Manuela Musterfrau

Musterstr. 1

12345 Musterstadt

Customer service

T 0221 547-3654

F 0221 547-3268

abonnement@kvb.koeln

schuelerticket@kvb.koeln

Telephone service hours:

Mon - Fri: 8:00 am - 6:00 pm

Send us your new **Köln-Pass** now to be able to continue to use the *Deutschlandticket sozial* ticket!

Contract number **123456** / Customer number **654321**

Kölner Verkehrs-Betriebe AG

Scheidtweilerstrasse 38

50933 Cologne

0221 547-0

info@kvb.koeln

www.kvb.koeln

Board of Directors

Stefanie Haaks, Chairwoman

Jörn Schwarze

Peter Densborn

Supervisory Board

Manfred Richter, Chairman

Company head office Cologne

Local Court Cologne HRB 2130

VAT no. DE811183963

Bank details

Sparkasse KölnBonn

COLSDE33

DE77 3705 0198 0016 5529 52

Dear,

Here is some important information about your *Deutschlandticket sozial* ticket: the proof of eligibility in your contract is only valid until **31.03.2025**. This means the entitlement to the discounted *Deutschlandticket sozial* will expire and your contract end automatically.

To be able to continue to use the *Deutschlandticket sozial* ticket after **31.03.2025**, please submit new proof of eligibility (Köln-Pass, MobilPass or Bonn-Ausweis) to us by **10.03.2025**:

- **online** stating the contract number **123456** and chip card number **104 – 12.345.678 - 9**:
www.kvb.koeln/verlaengerung
Attach a scan or photo of the new proof of eligibility.
- **in person at one of our customer centres**
Please bring the attached signed renewal application and your new proof of eligibility.
- **by post** to: KVB AG, 1342 – Customer service, 50927 Cologne
Please sign the attached renewal application and send it together with a copy of your new proof of eligibility.



If we do not receive a new proof of eligibility from you, you will lose your entitlement to the discounted *Deutschlandticket sozial*. Your contract will then end automatically on **31.03.2025** and the chip card will be blocked accordingly. Please return it to us on time within 10 days of the end of the contract.

Do you have any questions? We look forward to your call: 0221 547-3654

Yours faithfully,

KVB



Renewal application for the *Deutschlandticket sozial* ticket
Contract number 123456 / Customer number 654321
for Gabi Musterfrau

We have the following data on file:

Subscription: *Deutschlandticket sozial*
Start of contract: 01.04.2024
Current end of contract date: 31.03.2025

Contractual partner:

Manuela Musterfrau
Musterstr. 1
12345 Musterstadt

Ticket user:

Salutation: Frau
First name, last name: Gabi Musterfrau
Date of birth: 10.01.2000
Address: Musterstr. 1, 12345 Musterstadt

Mandate holder:

First name: Manuela
Last name: Musterfrau
IBAN: DE 1234567891234567891234
BIC: BICDE12345

Please inform us immediately in writing of any changes to the contract data.

The District Fare Rates of the Rhine-Sieg Public Transport Authority's (VRS) provisions apply. You will find the relevant fare and data protection provisions on our website: www.kvb.koeln/dt-bestimmungen

I hereby bindingly apply for the renewal of the contract 123456.
I enclose a copy of the new valid proof of eligibility for Gabi Musterfrau with the renewal application.

Place, date Signature **Manuela Musterfrau**