

Postage to  
be paid by  
addressee

Answer

**Bremer Straßenbahn AG**  
Kundencenter Domsheide  
– Kundenbetreuung –  
Balgebrückstraße 11  
28195 Bremen

Sender:

First Name/Family Name

Street/Number

Postcode/Town

## DO YOU STILL HAVE QUESTIONS ABOUT BOB?

### What is BOB?

BOB is the SMART TICKET that casual and occasional passengers can use to easily pay for bus and rail travel without using cash.

### How much does BOB cost?

The BOB SMART TICKET doesn't cost you anything and saves money on every trip. This happens because BOB always calculates the cheapest price each day.

### How do I pay with BOB?

Select your destination and the number of people on the BOB terminal, insert or present your card, and that's it! BOB saves your trip at the ticket terminal and later debits the amount from your bank account.

### How does invoicing work with BOB?

With your invoice, you receive a transparent and easily understandable overview of trips. If your invoice is at least €10.00, we will send a monthly invoice. If you travel less frequently, the invoice will be sent at the end of the quarter at the latest.

You will be invoiced for the best price on the day. You no longer need to optimise time-limited tickets (7-day tickets or monthly tickets).

### Can anyone else travel with me on my BOB Ticket?

You bet! You can also use the ticket with several people (max. 9 adults and 9 children).

### Does the system automatically recognise the night route surcharge?

You have to actively book the night route surcharge. Enter the required night route surcharge on the terminal together with your BOB Ticket. This is listed separately on the BOB invoice. (1x per night per person on all routes marked with N).

### You can also find information about BOB on the internet:

[www.vbn.de/bob](http://www.vbn.de/bob)

[en.vbn.de/bob](http://en.vbn.de/bob)

Supported by:

**Bremer Straßenbahn AG**  
Flughafendamm 12 · 28199 Bremen  
[www.bsag.de](http://www.bsag.de)



**Verkehrsverbund Bremen/Niedersachsen**  
Am Wall 165–167 · 28195 Bremen · [www.vbn.de](http://www.vbn.de)  
**VBN 24h Service Information**  
**0421/59 60 59**



Updated 11/2018 - Subject to corrections and changes

## APPLY FOR BOB

### How it works:

- 1 Simply fill in the attached application for your personal BOB Ticket, sign it and send it to BSAG or hand it in at a BSAG Customer Centre.
- 2 You will then receive your activated BOB Ticket in the post or it will be handed over to you in person.
- 3 You will be invoiced monthly if the amount is at least €10.00. If you travel less frequently, the invoice will be sent at the end of the quarter.

We will be happy to help if you have any questions. More applications and information about the BOB Ticket can be found here:



**BSAG Customer Centre Domsheide**  
Balgebrückstraße 11 · 28195 Bremen  
Telephone: 0421/5596-666 (Mon – Thu 9:00am – 5:00pm and Fri 9:00am – 1:30pm)  
Monday–Friday 7:00am – 7:00pm  
Saturday 10:00am – 6:00pm

**BSAG Customer Centre Central Station**  
Main Station · 28195 Bremen  
Monday–Friday 7:00am – 8:00pm  
Saturday 9:00am – 6:00pm  
Sunday/Public Holidays 9:00am – 5:00pm

**BSAG Customer Centre Vegesack**  
Vegesacker Bahnhofsplatz · 28757 Bremen  
Monday–Friday 7:20am – 6:00pm  
Saturday 9:00am – 2:30pm

**BSAG Website**  
[www.bsag.de](http://www.bsag.de)  
Email: [Kundenbetreuung@bsag.de](mailto:Kundenbetreuung@bsag.de)

**For general questions on our fares:**  
**Verkehrsverbund Bremen/Niedersachsen**  
Am Wall 165–167 · 28195 Bremen · [www.vbn.de](http://www.vbn.de)  
**VBN 24h Service Information**  
**0421/59 60 59**

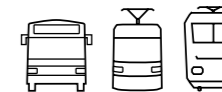


Updated 11/2018 - Subject to corrections and changes

# SIMPLY & EASILY



**BOB**  
BEQUEM OHNE BARGELD  
(EASY TO BE CASH-FREE)



# THE CHEAPEST TICKET FOR EVERY OCCASION

BOB is perfect for **casual and occasional passengers** in particular: because with a BOB Ticket, all of the VBN area is open to you - immediately. Wherever you want to travel, you always have your mobility ticket in your pocket. And no matter if it is sometimes too far! **Just take your bike along** on the bus or train. Up to two bikes can be booked per trip with BOB.

# BREMEN AND THE SURROUNDING AREA TRAVELS WITH BOB

BOB is handy, simple and user-friendly. In brief: BOB stands for modern travel by bus and rail. More than 100,000 customers have already decided on the advantages of BOB. And the number of BOB passengers is continuing to grow...

# BOB BRINGS ALONG BODO

All BOB customers receive the BODO BONUS booklet as an additional extra. Many partner companies in Bremen, Bremerhaven, Oldenburg and all of the VBN area offer a large number of discounts.

- Enjoy
- **Cinema**
- **Culture**
- **Wellness**
- **Swimming**
- **and much more** at reduced prices.



All of the information about BODO BONUS can be found at [www.bodobonus.de](http://www.bodobonus.de)

#### 4. Termination

You can terminate BOB to the end of a month by giving notice by the 15th day of that month. Upon termination of the contract, the customer receives a final invoice and the amount will be debited for the final time. The BOB Ticket(s) that are part of the contract must be returned to the transport company.

#### 5. Loss/Blocking Your Card

If you lose your card, please report it without undue delay to one of the participating transport companies or VBN. The card is immediately blocked for BOB. Trips that are entered after the loss of the card has been reported will not be invoiced. It is possible to block the BOB Ticket at any time for other reasons. A fee of €10.00 is charged for issuing a replacement card, which will be debited with the next invoice unless the passenger proves that the processing costs were not incurred, or were only incurred at a much lower level.

#### 6. Additional Cards

Additional cards for participation in BOB can be set up within a contract; they are invoiced separately.

#### 7. Miscellaneous

In the event of technical faults, force majeure, etc. the customer shall not be entitled to make trips and have them invoiced using BOB. In this case, you have to purchase a regular ticket to make a trip. You must notify the transport company of changes to your personal contract data, e.g. your address, without undue delay. If postal delivery is not possible for a longer period, the transport company is authorised to obtain information from the residents' registration office at cost to the contracting partner. If your bank account details change, the transport company needs notification signed by the contracting partner and, where applicable, the account holder if not the contracting partner, by the last day of the previous month at the latest.

Furthermore, the fare regulations and conditions of carriage of the Verkehrsverbund Bremen/Niedersachsen apply.

Updated: November 2018

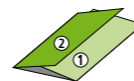
# FILL IN, SEND OFF, AND YOU'RE DONE!

Please fill in the white fields using block capitals only. Spaces with a green background will be completed by the Customer Centre. When submitting your application, please also present your bank card or bank confirmation as well as your identification card. The applicants and account holder must be at least 18 years old on the day of submitting the application.

<b>Contract No.</b>		<b>Creditor No.</b>	DE02BOB00000014483																																																								
<b>Card No.</b>		<b>Number of cards</b>																																																									
<table border="1"> <tr> <td>Title</td> <td>First Name</td> <td>Name</td> <td>Company</td> </tr> <tr> <td><input type="checkbox"/> Ms <input type="checkbox"/> Mr <input type="checkbox"/> Company</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="3">Street/Number</td> <td>Date of birth (DD/MM/YYYY)</td> </tr> <tr> <td colspan="3"></td> <td></td> </tr> <tr> <td>Postcode</td> <td colspan="3">Town</td> </tr> <tr> <td></td> <td colspan="3"></td> </tr> <tr> <td colspan="2">Telephone (optional)</td> <td colspan="2">E-mail (essential if invoice is to be sent by e-mail)</td> </tr> <tr> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="4">International Bank Account Number (IBAN)</td> </tr> <tr> <td colspan="4"></td> </tr> <tr> <td colspan="2">Account holder (not necessary if details as above)</td> <td colspan="2">Account holder's date of birth ((DD/MM/YYYY) (not necessary if details as above))</td> </tr> <tr> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="4">Account holder's address (not necessary if details as above)</td> </tr> <tr> <td colspan="4"></td> </tr> </table>				Title	First Name	Name	Company	<input type="checkbox"/> Ms <input type="checkbox"/> Mr <input type="checkbox"/> Company				Street/Number			Date of birth (DD/MM/YYYY)					Postcode	Town							Telephone (optional)		E-mail (essential if invoice is to be sent by e-mail)						International Bank Account Number (IBAN)								Account holder (not necessary if details as above)		Account holder's date of birth ((DD/MM/YYYY) (not necessary if details as above))						Account holder's address (not necessary if details as above)							
Title	First Name	Name	Company																																																								
<input type="checkbox"/> Ms <input type="checkbox"/> Mr <input type="checkbox"/> Company																																																											
Street/Number			Date of birth (DD/MM/YYYY)																																																								
Postcode	Town																																																										
Telephone (optional)		E-mail (essential if invoice is to be sent by e-mail)																																																									
International Bank Account Number (IBAN)																																																											
Account holder (not necessary if details as above)		Account holder's date of birth ((DD/MM/YYYY) (not necessary if details as above))																																																									
Account holder's address (not necessary if details as above)																																																											

**BARCODE**

②



**How do you want to receive your invoice?** If you ask to receive your invoice by e-mail, your first BOB invoice will be credited with a one-off amount of €5.

**Invoice Delivery Method**

By e-mail (see above)  By post

Please detach the order, moisten the adhesive surfaces, stick the right-hand section first ①, then the left-hand section ② and pop it in the post!



<b>To be completed by the Customer Centre:</b>	<b>Customer Centre (stamp/initials) Internal comments:</b>
<input type="checkbox"/> Bank card or similar was presented <input type="checkbox"/> ID card was submitted <input type="checkbox"/> BODO BONUS <input type="checkbox"/> Internal verification <input type="checkbox"/> Credit-worthiness checked (positive)	Bremer Straßenbahn AG Flughafendamm 12 · 28199 Bremen

#### Data Protection Notification under Article 13 General Data Protection Regulation (GDPR)

Verkehrsverbund Bremen/Niedersachsen GmbH (VBN), Am Wall 165-167, 28195 Bremen is the controller of data processing. The transport company Bremer Straßenbahn AG (BSAG) processes your personal data on behalf of VBN to manage the contractual relationship with VBN. If you do not have enough credit, you are not entitled to receive a BOB Ticket. For this reason, your data is transmitted to a credit reference agency for a credit check and for credit information in the justified interest of VBN. In the event of bad debt, the transport company shall transmit your data on behalf of VBN to a collection agency to collect the debt.

Furthermore, the transport company processes your data for statistical and advertising purposes on behalf of VBN in its justified interest. You have a **right to object to this under Art. 21 GDPR**, e.g. at [datenschutz@vbn.de](mailto:datenschutz@vbn.de). With your consent, which can be revoked at any time, we will also send you information by e-mail.

More information on data protection can be found at [www.vbn.de/datenschutz](http://www.vbn.de/datenschutz).

**Yes, I agree that VBN and the above-mentioned partner can inform me by e-mail of offers and new products from VBN and its partners. I can revoke my consent at any time, e.g. at [datenschutz@vbn.de](mailto:datenschutz@vbn.de).**

With your signature you are accepting these notes and the General Terms and Conditions for the BOB Ticket.

Town/date	X
	Signature applicant

#### Direct Debit Mandate:

I authorise BSAG to collect the fares monthly, or by the end of the quarter at the latest, from the current account cited by means of direct debit until further notice. This authorisation also applies if I notify of a change of account. I will report complaints and amendments directly to you. At the same time, I instruct my bank to honour payments from my account to BSAG by direct debit.

Note: I can request repayment of the debited amount within eight weeks, starting with the debit date. The conditions agreed with my bank shall apply.

At least two days before a direct debit, BSAG will inform me of the debit by e-mail or letter in the form of prior notice/an invoice.

Town/date	X
	Signature account holder

①

# WHERE IS BOB VALID/ WHERE CAN BOB BE TOPPED UP?

**BOB is valid on all modes of transport in the VBN area.  
BOB trips can be booked on the terminals of the following  
transport companies:**

## BSAG

Can be booked on the terminals in the BSAG vehicles and at the BSAG stops: Domsheide, Use Akschen, Schüsselkorb, Herdentor, Hauptbahnhof, Am Brill, Obernstraße, SchweizerEck, Huckelriede, Flughafen, Rolandcenter, Bahnhof Vegesack, Gröpelingen and Bahnhof Blumenthal.

## BREMERHAVEN BUS

Can be booked on the ticket terminal in the vehicle or in front of the Customer Centre at Bremerhaven Central Station and in the Customer Centre.

## DB Regio

Can be booked on the ticket terminal at the following stations: Achim, Augustfehn, Barnstorf, Diepholz, Dörverden, Eystrup, Lemförde, Verden and Westerstede-Ocholt.

## NordWestBahn/Regio-S-Bahn

On the Regio-S-Bahn network and on NordWestBahn, you can book BOB on the terminals on the platforms or on the station concourse.

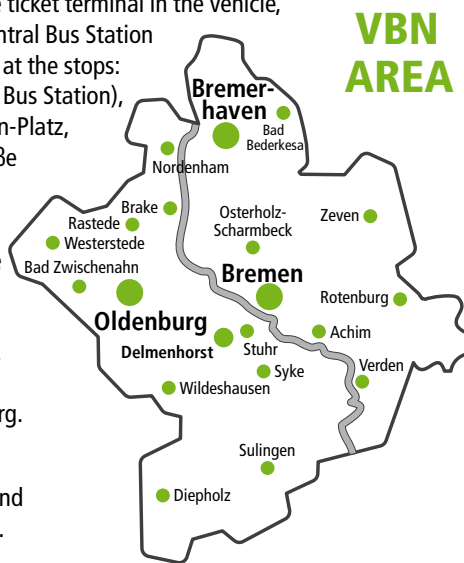
## VWG

Can be booked on the ticket terminal in the vehicle, in the Lappan and Central Bus Station customer centres and at the stops: Lappan, ZOB (Central Bus Station), Bahnhof, Julius-Mosen-Platz, Schloßplatz, Staustraße and Pulverturm.

## metronom

Can be booked on the ticket terminal in the following stations: Bremen-Oberneuland, Sagehorn, Ottersberg, Sottrum and Rotenburg.

A **video** on using the BOB Ticket can be found at [www.vbn.de/bob](http://www.vbn.de/bob).



## GENERAL TERMS AND CONDITIONS FOR BOB - THE SMART TICKET

### 1. General

BOB-DAS KONTO-TICKET (BOB) is valid in all Verkehrsverbund Bremen/Niedersachsen (VBN) vehicles, but can only be acquired at terminals of the transport companies that participate in BOB (currently, these are: BSAG, VWG, BREMERHAVEN BUS, NordWestBahn, DB Regio, metronom). BOB enables the customer to "travel without cash" as the trips are saved on a chip card. The system subsequently calculates the cheapest price per day (Day Ticket, Night Ticket and Bike Day Ticket). This takes account of carnets of 4 tickets, night bus supplements (carnets of 4 tickets), carnets of 10 school children's tickets, children's single tickets and bike day tickets as well as short-trip tickets. 1st class supplements (carnets of 4 tickets) and connecting tickets are not taken into account when calculating the daily best price and are invoiced separately. Payment by direct debit is a requirement for participating in BOB.

### 2. Start of the Contract

Participation in BOB is possible at any time. Upon submission of the order and receipt of the activated ticket, the customer is entitled to use the BOB Ticket immediately. When registering with BOB, the customer agrees that he or she will use the direct debit method for payment. The customer will receive advance information required for this on the amount invoiced, time, payer's IBAN, creditor ID and mandate reference by e-mail or letter at least 2 days before the amount is debited.

### 3. Charging, Invoicing and Payment Terms

The trips made with BOB are recorded daily. On this basis, the system subsequently calculates the cheapest price per day (with the exception of special time-limited tickets). There is no optimisation to group fares. Charging occurs monthly above an invoice amount of at least €10.00, but by the end of the quarter at the latest. At the earliest 2 days after invoicing and sending the invoice by post or e-mail, the invoiced amount becomes due and is debited, but not before the 15th of the month. Objections and complaints must be submitted in writing to the contracting partner or VBN within 6 weeks. In the case of delayed payment, the BOB Ticket is immediately blocked for further use and, in the absence of a payment, the contractual relationship is terminated without notice. If the monthly or quarterly sum cannot be collected, an additional processing fee in the amount of €4.00 is charged for each unsuccessful direct debit in addition to the standard bank charges.

## THE BENEFITS FOR YOU

With a BOB Ticket you are always ready to travel and pay later. That makes it all so easy. Whether there's a rain shower, you just want to leave the car at home or you don't feel like walking: you are always mobile with BOB.

### INVOICING

Travel first, pay later - conveniently, with a direct debit from your account. You will be invoiced monthly if the amount is at least €10.00. If you travel less frequently, the invoice will be sent at the end of the quarter. Your invoice contains a detailed overview of your trips so that you can check it thoroughly.

### DAILY BEST PRICE CALCULATION

The trips made with BOB are recorded daily. On this basis, the system subsequently calculates the cheapest price per day (Day Ticket, Night Ticket and Bike Day Ticket). It takes account of carnets of 4 tickets, night route surcharges (carnets of 4 tickets; after active booking), carnets of 10 school children's tickets (BSAG and Bremerhaven Bus), children's single tickets, bike tickets and short trip tickets. 1st class supplements (carnets of 4 tickets) and connecting tickets are not taken into account when calculating the daily best price and are invoiced separately.

### CASHLESS PAYMENT

You no longer need to keep any change on hand because you pay with no cash whatsoever.

### IMMEDIATE BLOCKING IF CARD IS LOST

A quick phone call to **VBN Service Information 0421/59 60 59** is enough to block your BOB Ticket.

### TRANSFERABILITY

Your BOB Ticket is transferable.

### NO SPECIAL PAYMENTS

No minimum usage and no basic fee.

### TAKING A BIKE ALONG

Just take your bike along on the bus or train. Up to two bikes can be entered per trip with BOB.

### TAKING CHILDREN ALONG

Up to the age of 5, children can travel along for free.

# THAT'S HOW EASY BOB IS ON BSAG

1 Please touch the screen and select your **destination**.



2 Now, enter the **number** of people and then confirm.



3 Now, just hold the BOB Ticket against the card reader until saving has been confirmed. Done!



# THAT'S HOW EASY BOB IS ON NORDWESTBAHN

1 Select the BOB button on the terminal (top left).



2 Now enter your **destination** and then confirm.



3 Now, just select the **number** of people by pressing the plus and minus buttons and after confirming insert the BOB Ticket into the terminal or present it to the terminal. Done!



# HOW TO SAVE PROPERLY

## TRIPS

Price level	Bremen	Bremen	Oldenburg	Oldenburg	Oldenburg	Bremerhaven	Bremerhaven
Day	3 January 2019	3 January 2019	8 January 2019	8 January 2019	8 January 2019	19 January 2019	19 January 2019
Time	10:00am	2:00pm	9:30am	11:00am	6:30pm	2:00pm	7:00pm
No. of adults	1	1	2	2	2	2	3
No. of children	1	1	2	2	2	3	3

## WITHOUT BOB

Single price adult	2.80	2.80	$\frac{2.50 \times 2}{= 5.00}$	$\frac{2.50 \times 2}{= 5.00}$	$\frac{2.50 \times 2}{= 5.00}$	$\frac{2.50 \times 2}{= 5.00}$	$\frac{2.50 \times 3}{= 7.50}$
Single price children	1.45	1.45	$\frac{1.25 \times 2}{= 2.50}$	$\frac{1.25 \times 2}{= 2.50}$	$\frac{1.25 \times 2}{= 2.50}$	$\frac{1.25 \times 3}{= 3.75}$	$\frac{1.25 \times 3}{= 3.75}$
<b>Subtotal</b>	<b>8.50</b>		<b>22.50</b>			<b>20.00</b>	
<b>Grand Total</b>	<b>51.00</b>						

## WITH BOB

Invoiced tickets	2 trips on a carnet of 4 tickets + 2 children's single tickets	1 day ticket for 2 adults	1 day ticket for 2 adults + 1 trip of a carnet of 4 tickets
<b>Cheapest Daily Price</b>	$2.55 \times 2 + 1.45 \times 2 = 8.00$	<b>9.60</b>	$9.80 + 2.10 = 11.90$
<b>Grand Total</b>	<b>29.50</b>		

## SAVING

**21.50**