



Customer's Printed Name:

License Plate:

Account: 0007997

GERMANY EXCHANGE/ESSO FUEL RATION CARD PROGRAM AGREEMENT/TERMS & CONDITIONS

In this EXCHANGE/ESSO Fuel Ration Card Program Agreement/Terms and Conditions, the words "you" and "your" refer to any person who signs the Agreement/Terms and Conditions for an EXCHANGE/ESSO Fuel Ration Card (hereinafter "Fuel Ration Card"), or is authorized to use the card. The words "we", "us", and "our" refer to the Exchange Credit Program, which is administered by the Army and Air Force Exchange Service, P.O. Box 650410, Dallas, TX 75265-0410, and any entity to which your account or balance due on your account may be signed.

1. ESSO Program Participation:

The purchase and use of tax- and duty-free motor fuel in Germany, is governed by Army in Europe Regulation 600-17 (AER 600-17), Retail Sales of Motor Fuel to Individuals in Germany. Only customers authorized under AER 600-17 can participate in the Exchange/ESSO Fuel Ration Card Program. When you sign this application, you are requesting that we open an Exchange/ESSO Fuel Ration Card Account for you to purchase tax-free fuel in Germany. The account is opened under the sponsor's ID number as disclosed by the Registry of Motor Vehicles (RMV). The sponsor must be present to open and clear the account. The vehicle/s sponsor is responsible for all activity by joint owner/driver/s authorized to use the account and as listed on AE Form 190-1A or AE Form 550-175L. Only the vehicle owner/joint owner or vehicle rental contract holder can request a Fuel Ration Card. The vehicle owner/joint owner or vehicle rental contract holder must accompany authorized drivers to receive their Fuel Ration Card/s. If, according to AE 190-1A or AE Form 550-175L, more than two (2) drivers are authorized, more than one (1) Fuel Ration Card will be issued for subject vehicle. You and any other authorized driver/s listed on each Fuel Ration Card must sign the card before its first use. Signature on the Point of Sale (POS) system will be matched to the signature block on the Fuel Ration Card. Failure of validation of signatures may result in the transaction being taxed.

2. Purchasing Tax- and Duty-Free Fuel:

A. Document Requirements:

- a. ID/Privilege Card
- b. AE Form 190-1A, Vehicle Registration Document – for Privately Owned Vehicles (POV) or AE Form 550-175L USAREUR Customs Document for Rented Vehicles or Vehicles Registered outside of Germany.
- c. Fuel Ration Card

B. Additional Requirements:

At ESSO, you must enter a unique 4-digit PIN number you assigned to the Fuel Ration Card during activation.

The names on the ID/privilege card, Vehicle Registration, and Fuel Ration Card must match and be valid at time of transaction.

3. Payment Options for Fuel:

A. At the Exchange Gas Station:

Any tender method such as Military Star, Debit, Credit, Exchange Gift Card, Check or Cash may be used.

B. At the German ESSO Station:

To purchase tax-free fuel at an ESSO Station, you must have a pre-paid balance on your fuel card account, and you must enter your unique 4-digit PIN number you assigned to the Fuel Ration Card during activation. If the fuel purchase exceeds the pre-paid amount, your account will go into a negative balance. Further purchases at an ESSO Station are not possible while the fuel card account is negative. Consequently, you must load money to return your account to a positive balance prior to purchasing fuel at an ESSO Station again. (See Account Load Options in Paragraph 4 below).

4. Fuel Ration Card Account Load Options:

Funds can be loaded three ways:

A. In Store - at any Exchange Retail Facility in Germany using the following payment options:

- a. Military Star
- b. Debit Card
- c. Credit Card
- d. Gift Card
- e. Check
- f. Cash

B. By Phone - calling Germany toll free 0800-181-9945 or US 214-312-5674 using the following payment options:

- a. Military Star
- b. Credit Card
- c. ACH (US Bank Account and Routing Number)

C. Online at <https://odin.aafes.com/esso/>, using the following payment option:

ACH payment through a US bank account profile, payment cycle and payment amount.

It can take up to 4 business days for account loads to process to your Fuel Ration Card Account. The Fuel Ration Card Account is not a bank account. Funds loaded on this account are solely for the purpose of purchasing fuel. The maximum allowable balance is \$1,000. Refund for the account balance is only processed after all vehicles have been deregistered.

5. Fuel Ration Card Account Clearing:

All vehicles registered through RMV, except for shipping plates (QQ), must be deregistered before account clearing.

Remaining funds will be paid out at any Exchange Fuel Card Issuing Facility.

If you already left Germany, please email yyeuessofuelcard@aafes.com your clearing request. Your remaining balance will then be issued to you via check.

6. Returned Payment Fees:

If any check or other payment instrument is unpaid by a financial institution, we may charge you a Returned Payment Fee of \$25.00 to cover the collection costs and you agree that we add this fee to the balance due on your ESSO Fuel Ration Card Account.

7. Delinquent Accounts:

If we do not receive the negative balance on your account within 60 days from when the notification letter is mailed, your account will be delinquent. If your account becomes delinquent, your Unit Commander, Work Supervisor or other Department of Defense (DoD) or North Atlantic Treaty Organization (NATO) entity may be notified to assist in collection. If your account becomes delinquent, you consent to the maximum deduction allowable from your military or government civilian pay in accordance with applicable law. We will charge your account a \$25.00 collection fee each time we attempt to collect on your account.

8. Dispute Section:

Disputes for declined transactions can be filed at any Exchange Fuel Ration Card issuing facility. The Exchange Europe Fuel Ration Card Office will review each dispute filed and make the final determination for approval or disapproval of a refund or correction to the account.

9. Declined Transactions:

All or part of transactions at the Exchange and ESSO Gas Station may be declined for the following reasons:

- a. The registration is expired.
- b. The registration is cancelled by RMV.
- c. The fuel card is expired – the Good thru date is printed on the bottom right-hand corner of the Fuel Ration Card and is not tied to the Vehicle Registration expiration date.
- d. PIN entry not accepted (ESSO ONLY). After 3 incorrect PIN entries, the PIN function will be suspended for 24 hours.
- e. No pre-paid or negative pre-paid balance (ESSO ONLY).
- f. Remaining ration balance does not completely cover the full number of liters pumped (ESSO ONLY).
- g. At an Exchange Gas Station, the system can split a transaction for insufficient rations and charge the tax-free price for all liters within ration and the taxed amount for all liters outside of authorized ration allowance.
- h. Names on ID/Privilege card do not match the names on the Vehicle Registration document and Fuel Ration Card.
- i. Additional items, other fuel grade, or multiple fuel pump transactions on one receipt. (ESSO ONLY)

10. Liability:

You must promptly notify the Exchange Europe Fuel Ration Card Office in writing or by calling the numbers provided at the end of this agreement of the loss, theft or possible unauthorized use of your card. Until we are notified, you will be liable for any unauthorized use of the card number or account number. You will not be liable for any unauthorized use that occurs AFTER you notify us of the loss, theft or possible unauthorized use. You are responsible to report any customs violations to your local U.S. Forces Customs Office or Security Forces/Military Police Station.

11. Intentional Fraud Consequences (AE Regulation 600-17):

You understand that fraudulently using this account to obtain tax-free fuel may result in:

- a. Suspension or loss of authorization to purchase tax- and duty-free fuel in Germany.
- b. Prosecution under applicable federal or military law such as the Uniform Code of Military Justice.
- c. Civilian employment disciplinary action under applicable regulatory guidance.

12. Change of Address:

If you have a vehicle registered through the RMV, you must promptly update your address and authorized drivers associated with them. RMV will update your account with us. If you do not have a vehicle registered through RMV, you must send us written notice of your new address at the customer service address provided at the end of this Agreement.

13. Telephone Monitoring/Recording and Privacy Notice:

In order to ensure that you receive the best possible customer service and that our employees (or designees) are complying with our policies and all applicable laws in their contacts with you, on occasion, we may record your call, or we may have a second employee (or designee) monitoring customer calls.

The Exchange Europe Fuel Ration Card Program adheres to the Privacy Act 5 U.S.C. 552 as well as the Financial Right to Privacy Act 15 U.S.C. § 1601. We will not share nonpublic personal information with non-affiliated third parties except as permitted by law. This permission extends to law enforcement agencies and credit bureaus. We may disclose nonpublic personal information to other government entities as authorized by applicable international agreements and/or federal law to collect delinquent debts. We may also disclose information to government contractors whose purpose it is to assist in the administration of the program. It is our policy to include confidentiality and data protection provisions in the contracts with these entities. We restrict access to nonpublic personal information to those employees who have a need to know for the performance of their duties. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

14. Lost/Damaged Cards and Account Issues:

Contact the Exchange Europe Fuel Ration Card Office about a lost/damaged card, or other questions regarding your Fuel Ration Cards or your Fuel Ration Card Account.

Please **e-mail:** yyeuessofuelcard@aafes.com

Alternatively, **call** The Exchange Europe Fuel Ration Card Office:

From Germany: 06302-6098-402/403/336

From CONUS: (214) 312-2282/1324

DSN: (314) 545-6336

Customer's Signature:

Associate Initials and Date:
