

# Car Concierge Terms of Use

mydrive American Express® Gold  
mydrive World Mastercard® Standard

(valid as of January 1, 2021)

### 1 Object

- 1.1 Via Car Concierge, holders of a mydrive credit card (hereinafter "Client") issued by Swisscard AECS GmbH (hereinafter "Issuer") can make use of certain services in connection with foreign travel with a Category B and BE personal vehicle and for a use not classified as hazardous transport.
- 1.2 The present "Car Concierge Terms of Use" (hereinafter "**Terms of Use**"), as part of the contractual relationship between the Issuer and the Client, regulate their relationship with regard to Car Concierge. The Terms of Use are valid in addition to the other applicable provisions governing the contractual relationship between the Issuer and the Client, including in particular the issuer's general terms and conditions applicable to the card product in question (hereinafter "**GTC**"). In the case of any contradictions, the present Terms of Use shall have priority.

### 2 Services

- 2.1 The services and the service providers are governed by the Service and Fee Summary.
- 2.2 The services are provided by the Issuer, represented by Ten Lifestyle Management Switzerland GmbH.
- 2.3 Clients obtain the services by telephone using the number listed in the Service and Fee Summary. All telephone conversations may be recorded and evaluated by sampling for security reasons and to improve service quality and the offered services.

### 3 Contract Terms and Conditions for Information Services

- 3.1 The information provided applies to drivers of a vehicle pursuant to section 1.1. The area of application is limited to EU and EFTA countries, along with the USA, Canada, and Australia. The information is based in each case on published country information leaflets from automobile clubs or other official sources.
- 3.2 The Issuer strives to deliver and provide precise and current information. However, the Issuer depends on information from outside sources that are beyond its control. No warranty is provided that the content will be correct or complete, and the Issuer denies any and all liability in this respect.

### 4 Contract Terms and Conditions for Procurement and Brokering Services

- 4.1 The Brokering Terms and Conditions pursuant to Section B of the Issuer's Terms and Conditions for Travel & Lifestyle Services shall apply analogously to the procurement and brokering of third-party services on behalf of the Client, unless otherwise regulated herein.

The Issuer will take back brokered articles if they turn out to be unsuitable due to defective service provision by the Issuer. In this case, the Client will be refunded the costs already charged. No defective service provision shall exist if the Client has provided unclear, false, or incomplete information. In these cases, there shall be no right to a refund.

### 5 Final provisions

- 5.1 The present Terms of Use shall apply starting January 1, 2021. They may be updated or amended at any time. Changes shall be brought to the attention of the Client in an appropriate manner, and shall be deemed accepted if the card has not been cancelled by a specific date before the amendments enter into force, but in any case upon the next use of Car Concierge.
- 5.2 Applicable law and place of jurisdiction conform to the provisions of the GTC.

## Service and Fee Summary for Car Concierge

Telephone +41 44 385 57 75

1.	Telephone Information Service	Costs
a)	<b>Information service</b>	
	Telephone information about special traffic rules, speed limits	No charge
b)	<b>International driving license</b>	
	Information on the need for an international driving license	No charge
	Information on receiving an international driving license	No charge

2.	Information and Brokering Services	Costs
a)	<b>Toll-road stickers (vignettes)</b>	
	Information on required toll-road stickers or tolls	No charge
	Ordering and delivery of toll-road stickers and other comparable driving permits	Effective costs + shipping
b)	<b>Environment zone stickers for Germany</b>	
	Information on driving permits in cities	No charge
	Ordering and delivery of toll-road stickers for the driving permit, subject to the environmental compatibility of the vehicle, plus a processing fee of CHF 24	Effective costs + CHF 24 + shipping
c)	<b>Safety kit</b>	
	Information about country-specific safety kits (safety vests, breakdown triangle, etc.)	No charge
	Ordering and delivery of country-specific safety kits, subject to availability	Effective costs + shipping
d)	<b>Motorail trains / ferries</b>	
	Information on connections	No charge
	Reservation of vehicle space / passenger space on ferries and motorail trains, subject to availability and subject to the size / type of vehicle	No charge*
e)	<b>Rental vehicles / limousine service / parking service</b>	
	Organization and reservation of rental vehicles / limousines, subject to availability	No charge*
	Organization and reservation of valet parking at airports (if such a service exists at that airport), subject to availability	No charge*
	Organization of a driver in case the Client's driving privileges are suspended, or of a limousine in case of confiscation of the Client's vehicle for further travel or return travel	No charge*

\* The organization of the corresponding services by the Issuer is at no charge. Any reservation fees or other fees and costs will be charged to the Client's card.

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mydrive Credit Cards, issued by Swisscard AECS GmbH