



Global Blue

## CURRENCY CHOICE BEST RATE

### General Conditions

#### SCOPE

Global Blue offers the benefits of the CURRENCY CHOICE BEST RATE to all cardholders using the Dynamic Currency Conversion service of the Global Blue Group, directly or through its partners. The provision of the CURRENCY CHOICE BEST RATE benefit is governed exclusively by these General Conditions.

#### CURRENCY CHOICE BEST RATE

The rate of exchange applied when using the Dynamic Currency Conversion service of the Global Blue Group, directly or through its partners, will be the same or better than the effective exchange rate applied by the credit card issuer on the same credit card (excluding cash withdrawals) on the same day, in the same country, including any fees. In the unlikely event that a cardholder can show that the cardholder would have obtained a better effective exchange rate, including fees, had the cardholder not used the Dynamic Currency Conversion services of the Global Blue Group, Global Blue will, subject to these General Conditions, refund the cardholder the difference between the exchange rate charged by Global Blue and the effective exchange rate, including any fees, which the cardholder would have paid had the cardholder not used the Dynamic Currency Conversion service of the Global Blue Group.

#### CLAIM PROCESS

Cardholders wishing to make a claim must take the following measures.

1. Obtain a Claim Form either by sending an e-mail or call Global Blue at:  
E-mail: [currencychoice@globalblue.com](mailto:currencychoice@globalblue.com)  
Telephone no: +421 232 111 111
2. Complete the Claim Form and send it to Global Blue with the required documents enclosed as instructed on the Claim Form. Claim Forms must be received by Global Blue within 60 days of the purchase transaction to which the claim relates. Any claims put forward thereafter will be invalid and automatically dismissed.
3. Global Blue will verify a claim within 10 working days from receipt. If a claim is approved, Global Blue will make a refund to the cardholder's account number appearing on the credit card statement enclosed with the Claim Form within the number of days from verification necessary for the payment processing.

#### CLAIM VALIDITY

Any claim which does not follow the procedure stated herein, including correct completion of the Claim Form and enclosure of the requested documents, will be invalid and automatically dismissed.

#### MISCELLANEOUS

The provision of the CURRENCY CHOICE BEST RATE does not give a cardholder any rights to initiate a chargeback in relation to a credit card transaction.

Global Blue is not responsible for or bound by any statement or representation made by any third party.