



## CURRENCY CHOICE BEST RATE

### Claim Form

**Claim details (please complete in block capitals)**

Title (Mr, Mrs, Ms)..... First Name.....  
Last Name.....  
Address .....  
Post Code and City.....  
Country.....  
Tel No (include country and area code).....  
E-mail address (not in block capitals).....  
Date of purchase.....  
Name of shop in which the purchase was carried out.....  
Location of shop.....

**In addition to completing this form, please ensure that you follow the steps below in order to make your claim. Please note that incomplete claims automatically will be dismissed.**

1. Enclose a copy of the purchase receipt showing the rate of exchange applied by Global Blue. Make sure that the copy is clear and easy to read.
2. Enclose a copy of your credit card statement clearly verifying that a better effective rate (including any fees) was applied by the credit card issuer for another transaction (excluding cash withdrawals) carried out on the same day, in the same country and on the same credit card as used for the purchase referred to in 1.
3. Sign, date and enclose the Customer Declaration attached.
4. Send the Claim Form, including copy of purchase receipt, copy of credit card statement and Customer Declaration following the instruction given by our Customer Service
5. Below the Customer Service contact details

GLOBAL BLUE  
Centralized Services Center  
[https://cs.globalblue.com/s/article/Dynamic-Currency-Conversion?language=en\\_US](https://cs.globalblue.com/s/article/Dynamic-Currency-Conversion?language=en_US)

Questions should be addressed to the contacts' details above mentioned..

## Customer Declaration

I .....declare that I used the  
(name)  
Dynamic Currency Conversion service of the Global Blue Group on  
the.....  
(date)

By enclosing the documents as requested in the Claim Form I confirm that my credit card issuer would have provided me with a better rate of exchange (including any fees) had I chosen not to use the Dynamic Currency Conversion service of the Global Blue Group.

I have read and agree to the General Conditions stipulated by Global Blue for the provision of its CURRENCY CHOICE BEST RATE.

Signature.....

Date.....

# 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. Get in touch with our Customer Service and follow the instructions
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.