

## FAQs

# Frequently asked questions

### **How do I recognise whether it is a BLS or MGBahn points card?**

The first number on the points card is key: starting with 1xxxxxx = BLS / starting with 2xxxxxx = MGBahn.

### **Why is there no longer a joint product with BLS?**

The planned replacement of the existing checkout system at the car transport facilities in Kandersteg, Goppenstein and Brig has been delayed. As a result of the preparations and technical system adjustments, the reciprocal use of points cards with MGBahn will no longer be possible from 1 June 2024.

### **What alternatives are there?**

With the current discount system, BLS points cards are still valid for the Lötschberg and Simplon car transports. Since 1 December 2022, frequent travellers on the MGBahn can benefit from the Furka travelcard.

### **I no longer want my points card if I can no longer use the Furka car transport. Will I receive a cash payment of the remaining points?**

A refund is possible in accordance with the General Terms and Conditions applicable until then (refund of value points/no refund of bonus points). However, you can continue to use the BLS – points card (1xxxxxx) with BLS Lötschberg and Simplon Car Transport.

### **Until when can I use my points card?**

From 1 June 2024, MGBahn points cards can no longer be used with BLS. BLS points cards can still be used for the Lötschberg and Simplon car transports, but will no longer be available for the Furka car transport from 1 June 2024. MGBahn points cards can be used at the Furka Car Transport until the expiry date, but no later than 30 November 2025.

### **Until when can I still buy or top up a points card?**

Points cards can no longer be purchased or topped up on the MGBahn. BLS points cards can still be purchased and topped up as usual.

### **Can I return a points card from MGBahn (2....) to BLS (as I only use BLS transport)?**

No, the remaining credit on the MGBahn points card must be claimed from the MGBahn. Use the MGBahn points card as before until 30 November 2025. Until then, the current terms and conditions apply (only repayment of cash credit possible).

### **Can I return a points card from BLS (1....) to the MGB (as I only use the MGBahn transport)?**

No, the remaining balance on the BLS points card must be claimed from BLS.

### **Why can't I return the MGBahn points card to BLS, as I have also topped it up with BLS?**

The income from the top-ups is managed by the transport company that issued the card.

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### **Where can I have my BLS points card refunded?**

The BLS points card will be refunded in accordance with the GTCs.

Ways to get a refund:

- in person at the Kandersteg Travel Centre

- Send the points card with bank details to: BLS AG, Kandersteg Travel Centre, Bahnhofstrasse 22, CH-3718 Kandersteg

**Where can I get the CHF 10 deposit on my points card back?**

At the top-up stations in Kandersteg, Goppenstein or Brig or by sending the points card with bank details to: BLS AG, Kandersteg Travel Centre, Bahnhofstrasse 22, CH-3718 Kandersteg

**How is the MGBahn handling this?**

MGBahn points cards can be used at the Furka Car Transport until the expiry date, but no later than 30 November 2025.

**Why are BLS points cardholders being asked to update their customer data?**

For the system changeover, all existing customer data must be migrated to a customer account. Up-to-date customer data is an important prerequisite for this.

**How will I receive information moving forward?**

We recommend that our customers subscribe to the BLS newsletter. [www.bls.ch/newsletter](http://www.bls.ch/newsletter)

It is also important for further communication that customers update their customer data. Points cardholders with a valid e-mail address will be informed directly by e-mail about the next steps.

Our customers can also find the information at [www.bls.ch/punktekarte](http://www.bls.ch/punktekarte)