

1 Fill out the form

We will deduct the cost of the Deutschlandticket Sozial from your account each month.

2 Customer card

Send us a copy or a picture of your customer card together with the application.

3 Receive chip card

and ride off. Your subscription is valid throughout Germany.

Check customer card

Regularly check the validity of your customer card. If it expires, your subscription will end.

Send the application via e-mail to deutschlandticket@west-verkehr.de

The Deutschlandticket Social is a subscription that you can cancel monthly. Anyone who receives social benefits can get the subscription at a reduced price of 39 euros. The prerequisite is that you have a customer card for a mobility ticket. You can obtain this from the institution from which you receive the social benefits.

For a Deutschlandticket Sozial, fill in an application form. Together with the application, send us a photo or a copy of your customer card.

Where can I find the application?

- at www.west-verkehr.de/index.php/de/deutschlandticket
- at our customer center in
Geilenkirchener Kreisbahn 1, 52511 Geilenkirchen
Konrad-Audenauer-Platz 1, 41812 Erkelenz

How do I hand in the application?

- via email: deutschlandticket@west-verkehr.de
- by post or personally at our customer center in
Geilenkirchener Kreisbahn 1, 52511 Geilenkirchen
Konrad-Audenauer-Platz 1, 41812 Erkelenz

Important: The application and the copy of the customer card for the mobility ticket must be received by us by the 10th of the previous month. For example: Do you want to travel with the Deutschlandticket Sozial from 1 January 2024? Then submit your application to us by 10 December 2023.

The contract ends on the expiry date entered on the customer card if you do not submit a copy of the new valid customer card by the 10th of the month before the customer card expires. The copy of the valid customer card can be sent by deutschlandticket@west-verkehr.de or submitted to the customer centre of WestVerkehr.

You can find more information at www.west-verkehr.de/index.php/de/deutschlandticket. Do you have any more questions? Then please contact our customer service centre.