

Switch to the Deutschlandticket in 3 steps.

BVG

1. Log in

1.1 Log in with existing BVG account

- Go to [BVG.de/changesub](https://www.bvg.de/changesub), click on "Change subscription" and log in with your login details from your BVG account or the BVG apps.

1.2 Log in without existing BVG account

- Go to [BVG.de/changesub](https://www.bvg.de/changesub).
- Click "Change subscription" und keep your customer number ready. You can find your customer number [Kundennummer] in all letters or e-mails.
- Register for an account and activate it via your confirmation e-mail.
- Your login details are identical for all BVG apps as well as your BVG account. This is important, for example, to display subscriptions in a BVG app.



2. Choose a subscription

- You can find your current subscriptions under "Abo bearbeiten" [change subscription].
- Here you can choose "Tarif wechseln" [switch subscription] to switch your subscription.

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If you're a monthly payer, you do not have to cancel your current subscription. If you're an annual payer, please read the section "Annual payer".

3. Switch subscription

- Select your desired "Wechseldatum" [date of switch] (1st May 2023 at the earliest) and the Deutschlandticket as "Abo-Produkt" [new subscription].
- You can now choose either an electronic *fahrCard* (chip card) or a Handyticket [smartphone ticket].

If you choose a smartphone ticket:

- You will get a €25 voucher for sharing mobility in the Jelbi app.
- Your ticket will automatically be displayed in all our apps (Jelbi app, Ticket app, Fahrinfo app) after you log in from the start of validity.

If you choose a *fahrCard*:

- Your current *fahrCard* remains valid beyond 1st May 2023 until we send you a new one.

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Attention, annual payers!

- If you're an annual payer, the first step is to cancel your current subscription. To do so, log into your BVG account and select "Abo kündigen" [cancel subscription]. Choose "Wechsel zum Deutschlandticket" as "Kündigungsgrund" [reason for cancellation], if you don't have that option choose "Ordentliche Kündigung/Wechsel zum Deutschlandticket". This is a special reason for cancellation; therefore, no additional costs will result of your cancellation.
- Now you can subscribe to the Deutschlandticket under "Abo bestellen" [start subscription].
- If you switch online, you will have the option to choose a Handyticket [smartphone ticket]. This saves plastic and gets you a €25 voucher for sharing mobility in the Jelbi app.