

### When will Shell switch from pump to list price in Germany?

- » The switch will take place on 01.10.2019.

### What is the difference between pump and list price?

- » The pump price is the price posted on the pump. This can change during the course of a day. On the other hand, the list price is fixed on one day for the 24 hours of the next day.

### What does the switch mean in terms of the fuelling process?

- » The price per litre shown on the roadside display applies only for private customers or people who pay by cash. Fuel transactions for commercial customers/people who pay by fuel card will be invoiced on the basis of a list price that is fixed daily. You can view the current list price online.

### To whom will the switch to list price apply?

- » The switch applies to DKV Euro Service customers. As far as we know, other fuel card providers will also be switched.

### What effects will this switch have on my contractual agreements?

- » All contractual agreements with DKV will remain unchanged.

### Where can I view the list price before refuelling?

- » The list price can be viewed on the DKV website, DKV MAPS and DKV APP.

### For how long does the price apply?

- » The price applies for one day, i.e. 24 hours starting at midnight in each case.

### Will the switch have any effect on my supply network?

- » The switch will have no influence on the supply network.

### To which fuels does the switch apply?

- » The switch applies to diesel and petrol fuels (excluding gases and AdBlue).