



## Frequently asked questions (FAQs)

### 1. Application and required documents

#### What documents do I need to get a tax-free fuel card?

- A completed and signed application form.
- A copy of the vehicle registration document (*carte grise* - *Fahrzeugausweis*).

👉 The fuel distributor or service provider may request additional documents.

#### Who can apply for a tax-free fuel card?

- For private vehicles: the principal holder of an FDFA legitimisation card (type B, C, KB or KC).
- For official/service vehicles: the authorised person of the foreign representation or international organisation.

#### Can a spouse or child(ren) with a valid driving licence apply for a tax-free fuel card?

No, only the principal FDFA card holder can apply for one.

👉 A spouse or child(ren) who live in the same household as the principal FDFA legitimisation card holder and have a valid driving licence may use the tax-free fuel card **but only for the vehicle that is registered in the principal holder's name**.

### 2. Using the tax-free fuel card

#### How many cards are authorised per vehicle?

Only one.

#### Can the card be used for another vehicle?

No, it is linked to a specific vehicle.

#### Can it be used outside Switzerland?

No, only at the fuel distributor's service stations located in the Swiss customs territory.

### **Can I transfer a private vehicle's tax-free fuel card?**

*No, it is strictly personal and linked to the private vehicle concerned.*

👉 *Only persons authorised to drive the private vehicle concerned may use the card to fill up said vehicle.*

*You are not permitted to give the card to colleagues or private chauffeurs.*

### **When can I fill up?**

*24 hours a day, 7 days a week, at any of the chosen distributor's stations located in the Swiss customs territory.*

### **Can I use the card to buy anything other than fuel (engine oil, windscreen washer fluid, goods from the service station shop, etc.)?**

*No, you can only use it to pay for tax-free fuel.*

## **3. Change of vehicle/post**

### **What should I do if I change vehicles?**

*You will need to return the old tax-free fuel card to the distributor/service provider and apply for a new one.*

### **What if I change vehicles but keep the same CD plates?**

*You will still need to apply for a new card as you are no longer using the previous vehicle.*

### **What should I do if I change posts (to another international organisation, representation, etc.)?**

*You will need to return the old tax-free fuel card and apply for a new one corresponding to the new vehicle and plates.*

### **What should I do if I leave my post?**

*You must return the tax-free fuel card immediately and clear the vehicle through customs if it is still subject to a customs bond.*

👉 *Although beneficiaries of customs privileges are granted a courtesy period by the Swiss mission or FDFA Protocol, these privileges cease on the day you stop working and leave your post.*

## **4. Validity, cancellation, renewal**

### **How long are tax-free fuel cards valid?**

*Three years.*

### **How do I cancel a card?**

*You will need to return it to the fuel distributor or service provider that supplied the card.*

### **Is the card automatically renewed?**


*No, you have to apply for a new card before the old one expires.*

### **How long does it take for a card and PIN to arrive?**

*This depends on your chosen fuel distributor or service provider. We advise applying for your new card as early as possible.*

### **What will happen to the old Shell fuel cards?**

*These must be returned to Shell once you receive your new tax-free fuel card.*

 *Even if you remain a Shell customer, you will need to reapply to Shell under the new procedure by 30 June 2026.*

### **When will the new system come into effect?**

- *As of 1 January 2026: new procedure in force.*
- *Until 30 June 2026: old Shell cards can still be used during this transitional period.*
- *As of 1 July 2026: only new tax-free fuel cards will be valid.*

*Applications for new cards must be made in good time. You will have to return the old Shell fuel card to Shell as soon as you receive your new card.*

## **5. Problems and incidents**

### **What if my card gets lost or stolen?**

*Contact the distributor/service provider immediately.*

### **How long does it take to get a new card after loss or theft?**

*This depends on your chosen fuel distributor or service provider. We advise applying for your new card as early as possible.*

### **What should I do if my PIN code is blocked (too many incorrect attempts)?**

*Contact the distributor/service provider who issued your card and sent the PIN.*

### **What should I do if the details on my card are wrong (licence plates, vehicle model)?**

*Report the error immediately to the distributor/service provider so it can be corrected.*

**Who should I contact if I have technical problems?**

*The distributor/service provider (hotline).*

## **6. Prices and invoicing**

**What is the price of tax-free fuel?**

*This is set by the fuel distributor, not the FOCBS.*

**How much is fuel tax (what is the tax benefit)?**

*(Valid as of 01.01.2023):*

- *unleaded: 76.82 cts/l*
- *diesel: 79.57 cts/l*

**Why do prices differ from one station to another, even within the same network?**

*Prices are set by the fuel distributor and may also depend on the station's fees. The FOCBS is not involved in this.*

**What are the terms of payment?**

*The distributor/service provider sets the terms and conditions (monthly invoice, direct debit, etc.).*

**Can I check how much fuel I have used?**

*The distributor/service provider sets the terms and conditions.*

## **7. List of distributors and service providers**

*The list of distributors and service providers can be found on the FOCBS website:*

*<https://www.bazg.admin.ch/names-of-approved-oil-companies>*