

To all corporate customers of the Airport ID Card  
Service Center

Telefax                      E-Mail

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Ihr Zeichen

Unser Zeichen  
AVN-SR1

Telefon

Datum  
30.07.2024

## Customer information from the Airport ID Card Service Centre

Dear Sir or Madam,

we would like to provide you with the latest information from the Airport ID Card Service Center, with the request that you take this into consideration.

### New application forms for ID cards and background checks

As announced in our last customer information, new applications for ID cards and background checks (ZVÜ) **will be available online in the course of August 2024**. These applications must be completed exclusively via an online form on our website, which replaces the previous pdf forms. The new online forms have an intuitive design and are therefore easier to use and complete.

The "old" pdf forms will continue to be accepted until 01.11. (receipt of the application) will continue to be accepted and processed by us. After this date, applications in the old format will be rejected and must be applied for again.

For companies using the web portal, there are only minimal changes to the form. Only the layout of the application has been adapted in line with the online applications. Please note that the new applications are divided into two parts. Part 1 contains the request for personal data, part 2 that of the company. **It is important that both parts are always sent together in one pdf file** (max. 5 MB) to [flughafenausweise@fraport.de](mailto:flughafenausweise@fraport.de). Otherwise processing will not be possible. Details on the new applications can be found in the file "New online ID card applications". Please read these carefully.

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BLZ 500 500 00, Kto. 964333603 USD  
IBAN DE24 5005 0000 0964 3336 03

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30.07.2024

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### Price adjustments

With retroactive effect from 01.07.2024 the prices for airport ID cards and other products related to the airport ID card have been adjusted.

Previously, the security-relevant identity cards and the application for a background check (ZVÜ) were charged together for a joint application. This was previously based on a mixed calculation. The above-mentioned applications are now charged separately and are therefore more transparent for you.

We would also like to point out that the fees for discharges and cancellations of reliability checks have been increased due to official requirements as of 1 July 2024.

You can find the prices valid since 01.07.2024 on our website.

### Digitisation

For the digitisation measures of the Service Centre airport ID cards, we have set up our own website <https://www.fraport.com/en/business-areas/services/id-cards-and-authorization-services/digitalization-measures-in-the-airport-id-card-service-center-.html>, which we already presented in our last customer communication. There you will find interesting information on the digitisation projects that will simplify the ID card application process for our customers.

Yours sincerely,

Your team at the Service Centre Airport ID cards  
Fraport AG