



Free and Hanseatic City of Hamburg
Ministry of Labour, Social and Family Affairs and Integration

Information leaflet

Change in procedure for the social discount on HVV season tickets (formerly Sozialkarte Hamburg) from 1 April 2021

The local welfare authority together with the city of Hamburg's public transport association (HVV) will simplify the granting of the social discount on HVV season tickets, formerly known as the Sozialkarte Hamburg, for all users of the Sozialkarte Hamburg from April 1, 2021.

This means that from April 1, 2021, you will be able to order your season ticket at HVV service points by submitting an application form and your proof of identity. Weekly tickets and the Semester Ticket are excluded in this case. The form for these tickets will be available directly from local welfare offices. These are the departments for basic security and social welfare in the various districts as well as Jobcenter team.arbeit.hamburg locations. In future, you will no longer have to appear in person at your respective welfare authority to receive the social discount on HVV season tickets.

All you have to do is fill out the application form in full, sign it, and hand it in at the HVV service points when you purchase your ticket. HVV service point staff will check your identity using an identification document and confirm this on your form. Afterwards, you will receive your regular monthly or subscription ticket.

If you are applying for a ProfiTicket, you must either submit the completed form to your employer or send it directly to the S-Bahn Hamburg:

S-Bahn Hamburg GmbH
Großkundenbetreuung
Hammerbrookstraße 44
20097 Hamburg

In future, you will no longer have to carry your social card on buses and trains or present it for ticket checks.

In short: What does this mean for you?

As of April 1, 2021, you can claim your social discount on HVV season tickets directly at HVV service points by submitting the application form and presenting an identification document. Furthermore, the social card will no longer have to be presented for future ticket checks.

What happens to your currently valid social card?

All previously issued social cards will remain valid. You are not required to take any action. No exchanging of cards is necessary!

Who is entitled to benefits?

You and your household members are entitled to the social discount, provided you receive living benefits in accordance with

- SGB II (Unemployment Benefit II or Social Benefit),
- Chapter 3 of SGB XII (German Social Code)
- Chapter 4 of SGB XII (basic income support in old age and in case of reduced earning capacity) or
- Asylum Seekers' Benefits Act (AsylbLG)

and your place of residence is in Hamburg.

Do relatives also receive a social card?

All members of a household in need, i.e., also partners and children, if they live in the same household, can receive the social discount, and thereby purchase a season ticket from the HVV at the current reduced rate of €22.60.

All members of a household in need, i.e., also partners and children, if they live in the same household, can receive the social discount, and thereby purchase a season ticket from the HVV with a €22.60 discount. Spouses and partners who are in a consensual dependent union within the meaning of SGB II or members of a community of mutual interest within the meaning of SGB XII can also purchase a reduced-price season ticket.

What sort of benefits will you receive?

You will currently receive a discount of €22.60 (as of 1 January 2021) on HVV season tickets.

Where can you get the application form?

You can obtain the application form from your respective welfare office, i.e., from Jobcenter team.arbeit.hamburg or the local district authority (Bezirksamt). Please observe all current Corona regulations!

Further information can also be found online at www.hamburg.de/Sozialkarte

Best regards,

Your Social Welfare Office