



# NATO FORCES FUEL CARD



## ENHANCED SERVICES

### INCREASED SECURITY

The fuel card allows for reduced risks of fraud, misuse, and fuel overages through electronic monitoring.

### STREAMLINED BILLING

All patrons are billed bi-weekly through the NEX and pay only for the liters they consume. Customers will receive monthly statements via email from Forax on behalf of the NEX.

### ACCESS TO MORE STATIONS

The fuel card can be used at over 4000 ENI/AGIP stations across Italy. Patrons can choose full-service or self-service pumps and have access to fuel 24/7.

## NATO FORCES FUEL CARD THE FUTURE OF TAX-FREE FUEL IN ITALY

**B**eginning in Fall 2018, Department of Defense (DoD) and NATO personnel will be able make appointments at their local NEX, AAFES, or MWA outlet to start the registration process. You will be able to access and fill out the necessary forms ahead of time, which should help make the process easier and will eliminate long waits.

The NATO Forces Fuel Card will replace the current tax-free fuel coupons for all DoD and NATO personnel in Italy and will offer more convenience and security to the customers.

The fuel card will allow refueling

through full service “servito” pumps or self-service pumps. The fuel card also allows refueling when stations are closed through the use of automated machines adjacent to the pump.

In the interim, gas coupons are available for purchase and will be valid from October 1 to December 31, 2018. Any remaining coupons from the previous fiscal year can be returned to your local NEX, AAFES, or MWA for a refund.

This tax-free benefit can be utilized at over 4000 ENI/AGIP gas stations throughout Italy. A list of authorized gas stations can be found at:

[WWW.STATIONFINDER.ENI.COM](http://WWW.STATIONFINDER.ENI.COM)



## Frequently Asked Questions

### **Why are we switching from the fuel coupons to the fuel card?**

The contract for the NATO Forces Fuel Coupons has expired and will not be renewed. In order to continue providing tax-free fuel, we are transitioning to the NATO Forces Fuel Card. The fuel card will provide more convenience to all DoD/NATO personnel in Italy and also adds an increased level of security that will help to eliminate fraud.

### **When will we be switching from the fuel coupons to the fuel card?**

Personnel will start signing up for their NATO Forces Fuel Card in Fall 2018. During this time, personnel will continue to use coupons to purchase fuel until the cards are activated on January 1, 2019.

### **How does the NATO Forces Fuel Card work?**

The NATO Forces Fuel Card is accepted as a payment method at ENI/AGIP stations. The card can be used directly at the fuel station by swiping or inserting the card in the point-of-sale (POS) terminal and entering your secure PIN code. Your fuel transactions will be billed to the payment method provided during registration and you will receive a bi-weekly invoice and a monthly statement. Please note that the tax-free fuel price will only be charged to your biweekly invoice if you have purchased your assigned fuel type within the limits of your monthly ration. You must use the NATO Forces Fuel Card to receive tax-free fuel. You will not be refunded if a fuel transaction is paid for via another payment method.

### **How do I sign up to receive a fuel card?**

Eligible personnel at each base will be able to make an appointment at your local NEX, AAFES, or MWA outlet. Registration forms will be available beforehand so that paperwork can be completed prior to your appointment.

### **How many fuel cards will my family receive?**

Each sponsor will receive one fuel card. If you have multiple sponsors in your family, you will receive one card per person.

### **How many liters of tax-free fuel can I purchase each month?**

The ration amount and fuel type depend on the primary registered vehicle's engine size, engine base horsepower and fuel requirement. Your monthly tax-free fuel authorization ranges from 100 liters to 400 liters maximum for automobiles while rations for motorcycles may not exceed 200 liters.

### **Is the NATO Forces Fuel Card a prepaid credit card?**

No. The NATO Forces Fuel Card allows you to purchase your tax-free fuel ration by billing you via a biweekly invoice. The balance will be charged to the credit card on file and you will receive a monthly statement via email.

### **Am I required to purchase my entire ration of fuel?**

Customers are not required to purchase the entire fuel ration allotment and will only be billed for liters purchased.

### **Am I able to roll over my unused liters to the next month?**

Fuel rations will not be rolled over month-to-month. Any unused liters in your ration will expire at the end of the month.

### **How will I receive my billing statement?**

The billing statement will be sent monthly to each customer via email from Forax on behalf of the NEX and will reflect both bi-weekly billing cycles. Remember, your statement balance will be billed to the payment method you used when you registered for your fuel card.

**For answers to additional Frequently Asked Questions, please go to the NATO Forces Fuel Card website at: [bit.ly/NATOFuel](http://bit.ly/NATOFuel) or scan the QR Code below**

