



## FREQUENTLY ASKED QUESTIONS

50five transfer

March 2025

## TABLE OF CONTENTS

50five transfer .....	1
What does 50five offer? .....	3
Can you explain the migration process? .....	3
Will I retain all the current functionalities after the migration? .....	3
Can I still use auto reimbursement of charge sessions? .....	3
Can I still use my Charge Card and token? .....	4
Will there be changes to the billing process? .....	4
Can I continue to place orders for new charge points? .....	4
What will happen to existing order that haven't been delivered by the time of the migration? .....	4
What will happen to all my personal data? .....	4
What will happen to my historical charging data? .....	5
Who do I contact for help after the migration? .....	5
Will I be contacted before the migration start, and if so, when? .....	5

## Who is 50five?

50five are fans of electric driving because it offers a greener future for all of us. 50five believe that charging your EV is not just a necessity, but that the charging station is part of a sustainable future. That's why its mission is to make e-mobility and energy management fully accessible. With offices in the Netherlands, Belgium, France, Germany and the United Kingdom, the 50five team work every day to achieve this mission. 50five's motto: Let's Take Charge of Tomorrow!

## What does 50five offer?

50five offers everything you need for seamless electric charging, whether for businesses or private users. Its solutions include AC and DC charging stations and smart cables. 50five makes charging even easier with charging management systems. It goes beyond just charging, it gives you full control over your charging sessions and proactively resolve issues through the 50five e-mobility app and dedicated portal with integrated AI technology. It also offers smart energy management systems, and energy storage (battery) solutions for efficient and sustainable energy use. For business partners it offers an integrated partner portal and business hub, to have, at all times, a 360 degree overview about installations, tickets and charging sessions. And of course, its expert sales team and customer service are always there to assist you.

## Can you explain the migration process?

The migration of charge points from SRS to 50five will start on May 1st onwards and will happen in several batches. Rest assured, we will keep you well-informed throughout the entire migration process and will timely notify you about which migration batch you are in and when you'll be migrated. As we get closer to the migration date, we'll provide you with clear, step-by-step instructions to ensure a smooth transition. We'll communicate all necessary information, so you'll know exactly what to expect and when.

## Will I retain all the current functionalities after the migration?

Yes you will! All the functionalities you currently use will remain the same. However, the tools to access these functionalities will change slightly. The 50five app and Business Hub will have the same look and feel as you are used to with the Shell environments, including the same features. The only difference is that you'll need to log in to a different environment. More details will follow in our next update.

## Can I still use auto reimbursement of charge sessions?

Yes, we will have the same reimbursement process as you are used to. 50five has extensive experience with providing reimbursement to their customers and we have a

reliable process in place. If there are any changes, we will be in touch with you to ensure a seamless experience.

### **Can I still use my Charge Card and token?**

Absolutely! Your Charge Card and tokens will remain valid and in effect after the migration date. You'll still be able to use them to access charging services provided by Shell Recharge Solutions, following the same terms and conditions.

### **Will there be changes to the billing process?**

For now, please continue making payments to Shell Recharge Solutions until the migration date. After this date, 50five will take over and issue invoices for your products and services. You will need to pay any invoices from 50five to the new bank account that will be provided to you. We will ensure you will receive all the necessary details well in advance, so you'll know exactly what to do.

### **Can I continue to place orders for new charge points?**

Until the migration takes place, you can continue placing your orders for new charge points through Shell Recharge Solutions. Please note that there will be a brief period just before the migration when we will temporarily pause order intake to ensure a smooth and reliable transition.

We will continue to plan installations for all open orders until the last week before the transition date. After this date, any orders that have not yet been installed will be transferred to 50five.

Following the transition date, 50five will take over the processing of the backlog of orders.

### **What will happen to existing order that haven't been delivered by the time of the migration?**

We expect your current orders to be delivered as scheduled. We don't anticipate any changes to your planned deliveries, but we'll keep you informed if any unforeseen issues arise.

### **What will happen to all my personal data?**

Any customer data, including any personal data you provided to us or that was collected by Shell Recharge Solutions, which is necessary for providing the services, will be securely

transferred to 50five. For more information with regards to the processing of personal data by 50five, [please refer to the Privacy Notice of 50five here](#).

### **What will happen to my historical charging data?**

Your historical charging data, such as charge sessions and invoices, will not be transferred to the new 50five system. However, you will still have access to the Shell Recharge Solutions environment for a period of time after the migration. During this time, you can download all your historical data to ensure you have everything you need.

### **Who do I contact for help after the migration?**

For now and until the moment of migration, Shell Recharge Solutions will continue to be your point of contact for any questions or issues regarding your home and workplace chargers. Please continue to use existing support channels through SRS for this purpose.

Once your charger has been migrated to 50five, you will receive an email notifying you of this change. From that moment, 50five will be your point of contact for questions or issues related to your chargers.

### **Will I be contacted before the migration start, and if so, when?**

Absolutely! We will provide step-by-step instructions closer to the migration date so you'll know exactly what you can expect and when.