



service guide

Corporate Clients North West

- ▶ A quick and easy reference for all your service contacts
- ▶ All relevant departments and their services

Client Support Corporate Clients North West

questions, requests, advice?

Contact the appropriate department directly and you will receive immediate service. This Service Guide provides you with all required addresses and telephone numbers.

Client Support Corporate Clients North West

For services including:

- ▶ opening, modifying or closing accounts held in the Netherlands
- ▶ questions regarding payments for accounts held in the Netherlands
- ▶ technical and functional support for electronic banking systems
- ▶ requests or modifications regarding:
 - ▶ name and address details
 - ▶ signature authority on accounts
 - ▶ contracts relating to giro collection forms, direct debits, batch payments, debit card payments and digital invoices
 - ▶ credit cards / debit cards
 - ▶ cash withdrawals
- ▶ blocking and reversals of direct debit orders
- ▶ issuing standard bank confirmations
- ▶ ordering various forms and sealbags
- ▶ Equens instruction letters

Opening hours: Monday to Friday from 8.30 a.m. to 5.00 p.m. CET

ABN AMRO Bank N.V.

Client Support Corporate Clients North West (HQ0153)

P.O. Box 283

1000 EA Amsterdam

NETHERLANDS

telephone: +31 (0)20 628 40 40

telefax: +31 (0)20 383 04 41

e-mail: clientsupport.noord.west@nl.abnamro.com

Client Support International

Client Support International

For services including:

- ▶ modifying or closing accounts held outside the Netherlands
- ▶ questions regarding payments for accounts held outside the Netherlands and managing these via electronic banking systems
- ▶ requests or modifications regarding:
 - ▶ name and address details for accounts held outside the Netherlands
 - ▶ signature authority on accounts held outside the Netherlands
- ▶ reversals of foreign direct debit orders
- ▶ International LockBox: questions and modifying contracts

Opening hours: Monday to Friday from 8.30 a.m. to 5.30 p.m. CET

ABN AMRO Bank N.V.

International Service Desk (HQ0151)

P.O. Box 283

1000 EA Amsterdam

NETHERLANDS

telephone: +31 (0)20 628 88 77

telefax: +31 (0)20 628 90 66

e-mail: iccs.servicedesk@nl.abnamro.com

We are happy to talk to you in Dutch, and of course for your subsidiaries abroad also in English, French or German. You can also call us locally:

United Kingdom: +44 20 31 92 9073

Germany: +49 69 71 67 35 131

Belgium: +32 32 87 03 80

cheques, iDEAL, complaints

Cheques

Cheques can be sent by registered mail to:

ABN AMRO Bank N.V. (GP1200)
P.O. Box 190
3000 AD Rotterdam
NETHERLANDS

iDEAL (internet payments)

For questions and information regarding your iDEAL.
telephone: +31 (0)20 383 24 94

Complaints

If you have any complaints about the service provided by ABN AMRO Bank,
please contact your Client Service Account Manager or:

ABN AMRO Bank N.V.

Client Support Corporate Clients North West (HQ0153)

P.O. Box 283
1000 EA Amsterdam
NETHERLANDS
telephone: +31 (0)20 628 40 40
telefax: +31 (0)20 383 04 41
e-mail: clientsupport.noord.west@nl.abnamro.com



urgent domestic transfers and Equens instruction letters

Urgent domestic transfers

For urgent domestic transfers within the Netherlands:
telephone: +31 (0)10 454 254 2*

Opening hours: Monday to Friday from 8.30 a.m. to 5.00 p.m. CET
Urgent domestic transfers submitted before 4.00 p.m. CET are processed on the same day. Urgent transfers can also be executed using Electronic Banking at a favourable rate.

*For an urgent telephone transfer, a signed letter of indemnity is required. Client Support Corporate Clients can provide you with such a letter.

Equens instruction letters

You can send your original Equens instruction letters to your own Client Support.

ABN AMRO Quick Reference Guide Corporate Clients North West

What	Where and how
Maintenance of accounts held in the Netherlands, questions about payment transactions, technical and functional support of electronic banking systems	Client Support Corporate Clients North West Telephone: +31 (0)20 628 40 40 Telefax: +31(0)20 383 04 41 E-mail: clientsupport.noord.west@nl.abnamro.com
Maintenance of accounts held outside the Netherlands and questions about payment transactions involving accounts held outside the Netherlands	International Service Desk Telephone: +31 (0)20 628 88 77 Telefax: +31 (0)20 628 90 66 E-mail: iccs.servicedesk@nl.abnamro.com
Urgent transfers	Urgent Domestic Transfers Department Telephone: +31 (0)10 454 25 42
Equens instruction letters	ABN AMRO Bank N.V. Client Support Corporate Clients North West (HQ0153) P.O. Box 283 1000 EA Amsterdam
Questions regarding iDEAL	iDEAL Special Desk Telephone: +31 (0)20 383 24 94
Sending cheques by registered mail	ABN AMRO Bank N.V. Cheques Department (GP1200) P.O. Box 190 3000 AD Rotterdam
Guarantees	ABN AMRO Bank N.V. Guarantee Centre (GF0221) P.O. Box 949 3000 DD Rotterdam Telephone: +31 (0)10 454 22 22 Telefax: +31 (0)10 459 05 40 E-mail: corporates.garanties@nl.abnamro.com
Documentary Credits & Documentary Collections and Extradeal	ABN AMRO Bank N.V. Trade Operations & Guarantees (GF3050) P.O. Box 949 3000 DD Rotterdam Telephone: +31 (0)10 402 54 44 Telefax: +31 (0)10 402 50 73 E-mail: trade.client.service.rotterdam@nl.abnamro.com