



# service guide

## Corporate Clients South West

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

## **Client Support Corporate Clients South 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 South 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 5.30 p.m. CET

ABN AMRO Bank N.V.

#### **Client Support Corporate Clients South West (GL0513)**

P.O. Box 749

3000 AS Rotterdam

NETHERLANDS

telephone: +31 (0)10 402 56 25

telefax: +31 (0)10 402 56 36

e-mail: [clientsupport.zuid.west@nl.abnamro.com](mailto:clientsupport.zuid.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)10 402 56 25

telefax: +31 (0)10 402 56 36

e-mail: [iccs.servicedesk@nl.abnamro.com](mailto: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 South West (GL0513)**

P.O. Box 749  
3000 AS Rotterdam  
NETHERLANDS  
telephone: +31 (0)10 402 56 25  
telefax: +31 (0)10 402 56 36  
e-mail: [clientsupport.zuid.west@nl.abnamro.com](mailto:clientsupport.zuid.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 25 42\*

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 South West

What	Where and how
Maintenance of accounts held in the Netherlands, questions about payment transactions, technical and functional support of electronic banking systems	<b>Client Support Corporate Clients South West</b> Telephone: +31 (0)10 402 56 25 Telefax: +31(0)10 402 56 36 E-mail: clientsupport.zuid.west@nl.abnamro.com
Maintenance of accounts held outside the Netherlands and questions about payment transactions involving accounts held outside the Netherlands	<b>International Service Desk</b> Telephone: +31 (0)20 628 88 77 Telefax: +31 (0)20 628 90 66 E-mail: iccs.servicedesk@nl.abnamro.com
Urgent transfers	<b>Urgent Domestic Transfers Department</b> Telephone: +31 (0)10 454 25 42
Equens instruction letters	<b>ABN AMRO Bank N.V.</b> <b>Client Support Corporate Clients South West (GL0513)</b> P.O. Box 749 3000 AS Rotterdam
Questions regarding iDEAL	<b>iDEAL Special Desk</b> Telephone: +31 (0)20 383 24 94
Sending cheques by registered mail	<b>ABN AMRO Bank N.V.</b> <b>Cheques Department (GP1200)</b> P.O. Box 190 3000 AD Rotterdam
Guarantees	<b>ABN AMRO Bank N.V.</b> <b>Guarantee Centre (GF0221)</b> 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	<b>ABN AMRO Bank N.V.</b> <b>Trade Operations &amp; Guarantees (GF3050)</b> 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