

Commercial Payment Services Information Sheet

This translation is furnished for the client's convenience only. The original Dutch text, which will be sent upon request, will be binding and shall prevail in case of any variance between the Dutch text and the English translation.

This Information Sheet contains additional rules and information on the items discussed in the General Conditions of ABN AMRO Bank N.V. (comprising the General Banking Conditions and the Client Relationship Conditions) and the Commercial Payment Services Conditions.

Contents:

- A. Security requirements for bank cards
- B. Direct debits
- C. Salary and creditor payments (batches)
- D. International transfers
- E. Business days
- F. Limits
- G. Fees and charges
- H. Exchange rates
- I. Interest on payment account
- J. Interest date

A. Security requirements for bank cards (bank card, credit card, 'Chipknip' prepaid card)

In addition to the security requirements contained in the General Conditions of ABN AMRO Bank N.V., the following security requirements apply.

General

To protect the security of your bank card and to prevent its unauthorised use, you must take all reasonable precautions to ensure that your bank card and PIN are secure at all times. This means that you must always keep your bank card and PIN in a safe place and use them in a secure manner. You must also immediately arrange for your bank card to be blocked if it is exposed to the risk of unauthorised use. In addition, you must regularly check the latest fraud prevention recommendations from your bank. Remember: you are required to take all measures that the bank prescribes to prevent any unauthorised use of your bank card.

Keep bank cards in a safe place, use them safely and check them regularly

1. Always keep the bank card in a safe place.

Your bank card is only safe if you:

- keep your wallet (or other holder) out of other people's sight when you are not using the bank card; and
- put your bank card away out of other people's sight; and
- keep the bank card in a place that others cannot reach unnoticed; and
- take care not to lose your bank card.

Note: 'other people' also includes your partner, children, family, friends, housemates and visitors.

The rules in practice

Carry your bank card with you as much as possible, such as in the closed inside pocket of your coat or jacket (so that it cannot be seen, removed unnoticed or lost). A card left in a bag on the back of your bicycle is an easy target for thieves... so that is not a safe place. Also never leave your bank card in a car, boat or tent or, for instance, in an unattended sports bag in the dressing room at the sports club – all of these places are vulnerable to ill-intentioned intruders. Even when you leave your bank card at home, always make sure it is not visible and, of course, always lock your house. You must not leave your bank card in temporary accommodation, such as a hotel room or holiday home, unless it is kept in a reliable safe.

2. Always use the bank card safely.

You only use the bank card safely if you:

- never give the bank card out of your hands, even to someone offering assistance, unless you are using the card at a point of sale (POS) terminal and keep it in sight; and
- never lose sight of the bank card until you have put it away safely; and
- always check that your own bank card is returned to you after use; and
- closely follow the security instructions on the ATM or POS terminal that you are using, including instructions to make sure the ATM or POS terminal is safe; and
- immediately contact the bank or the hotline designated by the bank if your bank card is not returned to you after a payment transaction or ATM withdrawal; and
- never use the bank card when you know or suspect that the situation is not safe; and
- never let yourself be distracted while using your bank card.

3. Regularly check that your bank card is safe and has not been used for unauthorised transactions:

- check at least once a day that you are still in possession of your own bank card;
- check the payment transactions made with the card in conformity with article 19 of the General Banking Conditions.

Protect your PIN and use it safely

4. You must always keep your PIN secure.

Your PIN is only safe if you:

- make sure that any PIN you choose yourself is not easy to guess;
- destroy the letter containing your PIN immediately after opening;
- do not write down the PIN, but memorise it instead;
- make sure that any written record of the PIN cannot be deciphered by any other person, should you really be unable to memorise the PIN;
- do not keep a written record of your PIN on or near your bank card;
- do not tell or show the PIN to anyone, not even your partner, children, family, friends, housemates, business representatives or bank employees.

5. Always use the PIN **safely**

You only use the PIN safely if you:

- make sure that no one can see the PIN that you enter, such as at an ATM or POS terminal; and
- always use your free hand and body to shield the keypad-when entering the PIN;
- accept no assistance from anyone when entering the PIN.

6. If you have good reason to assume that the safety of your bank card is at risk, **notify the bank immediately**.

Always notify the bank if:

- your bank card has been lost, mislaid or stolen;
- your bank card has not been returned to you after a payment transaction;
- you notice that your bank card has been used for any payment transactions that you did not make yourself;
- you know or suspect that someone knows or has seen your PIN.

Report such situations to:

- **an ABN AMRO branch in the Netherlands (during office hours) or**
- **the Customer Contact Center on 0900-00 24 (from the Netherlands, EUR 0.10 per minute) or +31 10 282 07 24 (from abroad) or**
- **the central number 0800-03 13 (from the Netherlands, local rate) or +31 30 283 53 72 (from abroad).**

For lost or stolen credit cards, you can also call ABN AMRO Credit Card Services on 0900-80 16 (from the Netherlands, local rate) or +31 34 245 33 82 (from abroad).

The telephone numbers are available 7 days a week, 24 hours a day.

B. Direct debits

Direct debit options

The overview below gives the various direct debit options as well as important characteristics for the client as payer. The term 'business days' as mentioned in the refund periods refers to all days of the week except the days mentioned in item II under heading E. Business days in this Information Sheet.

Recurring Direct Debit - General

- *continuously valid for multiple payments*
- *refund period for client: 56 calendar days (8 weeks) after the account is debited*
- *return period for bank: 56 calendar days (8 weeks) after the account is debited*
- *additional refund/return processing period for the bank: 5 calendar days*
- *written mandate*

One-Off Direct Debit

- *valid on a one-off basis for a single payment or payment in instalments*
- *no right of refund for client*
- *return period for bank: 5 business days after the account is debited*
- *additional return processing period for the bank: 4 business days*
- *written mandate*

Recurring Commercial Direct Debit

- *continuously valid for multiple payments*
- *refund period for client: 5 business days after the account is debited*
- *return period for bank: 5 business days after the account is debited*
- *additional refund/return processing period for the bank: 4 business days*
- *written mandate*

Recurring Commercial Direct Debit without right of refund for debtor

- *continuously valid for multiple payments*
- *no right of refund for client*
- *return period for bank: 5 business days after the account is debited*
- *additional return processing period for the bank: 4 business days*
- *written mandate*

SEPA Recurring Direct Debit - General

- *continuously valid for multiple payments*
- *refund period for client: 56 calendar days (8 weeks) after the account is debited*
- *written mandate*

SEPA One-Off Direct Debit - General

- *valid on a one-off basis for a single payment*
- *refund period for client: 56 calendar days (8 weeks) after the account is debited*
- *written mandate*

SEPA Recurring Commercial Direct Debit

- *on-going validity for multiple payments*
- *no right of refund*
- *right of refusal up to and including date of direct debit*
- *written mandate*
- *mandate registration with bank to enable checking of direct debit transactions**

SEPA Single-Occasion Commercial Direct Debit

- *valid on a single occasion for a single payment*
- *no right of refund*
- *right of refusal up to and including date of direct debit*
- *written mandate*
- *mandate registration with bank to enable checking of direct debit transactions**

* The following data are checked for every SEPA Commercial Direct Debit transaction: direct debit option (single-occasion or recurring), client IBAN, bank BIC, creditor ID, mandate reference.

Refund

An instruction to refund a debited amount can be given:

- through the bank's website (by clients using Internet Banking);
- by telephone through the bank's Customer Contact Center on 0900-00 24 (from the Netherlands, EUR 0.10 per minute).
- at a bank branch.

In the case of a refund without stating reasons, the account is credited as quickly as possible and within no more than 10 business days. In the case of a refund due to the absence of a mandate, the bank will try to complete the 'reported nonmandated direct debit' procedure within 16 business days. Any loss of interest on the account will be compensated.

Notification of refund/return or rejection by bank

Notification of the refund/return is given by means of the bank statement. Refusal to carry out a payment is communicated through Internet Banking or in writing.

Blocking instruction

Instructions to block direct debits can be given:

- by telephone through the bank's Customer Contact Center on 0900-00 24 (EUR 0.10 per minute);
- at a bank branch.

The following timelines must be taken into account here. Selective blocking of domestic (non-SEPA) direct debits in favour of a specific account number starts on the next business day if the blocking instruction is received no later than 2.30 p.m. on the previous business day. An instruction for the total blocking of all domestic (non-SEPA) direct debits must be received two business days in advance before 2.30 p.m.

C. Salary and creditor payments (batches)

Delivery and processing

Creditor payment orders delivered as batches through Internet Banking, Access Online or OfficeNet are shown, after processing, as individual entries (itemised) in the bank statement. If the payments are stated as salary payments, only the total amount (non-itemised) is debited and shown on the bank statement. With SEPA batch payments, only the total amount (non-itemised) is debited and shown on the bank statement. These are the standard arrangements; alternative arrangements are possible.

Non-execution

Payments delivered in batches are automatically rejected if the balance is insufficient or if the client is not authorised to deliver the batch. If the instruction is not immediately rejected but cannot be executed at a later stage, you will be informed in writing. You can check the bank statement to establish whether individual items from the batch have not been executed.

D. International transfers

Outgoing international transfers within the European Economic Area (EEA) and in the currency of an EEA country* are performed exclusively on the basis of the 'shared cost' option, even if the instruction states otherwise. Information on international transfers is available at the bank or on its website www.abnamro.nl

*The EEA countries are the member states of the European Union as well as Iceland, Norway and Liechtenstein.

E. Business days

The bank may be open on non-business days to carry out certain activities such as receiving payment orders and/or processing transactions in account balances. The term 'business days', however, refers exclusively to the days on which the bank can perform or instruct the performance of all activities necessary to effect a payment transaction. Clearly, the beneficiary can only receive the payment if his or her payment service provider is also open for business.

I. Every day is a business day for payment orders that

- can be entirely settled within ABN AMRO Bank in the Netherlands **and**
- have been given electronically or by telephone on number 0900-00 24 (EUR 0.10 per minute) or
- have to be processed in the future.

II. For all other payment orders, the following days are **not** business days:

Saturday, Sunday, New Year's Day, Good Friday, Easter Monday, Labour Day, Christmas Day, Boxing Day.

III. In addition to the days mentioned in II, the following days are not business days for written instructions, telephone instructions through bank branches, and withdrawals and deposits through bank branches: Ascension Day, Whit Monday, Queen's Day (30 April) and Liberation Day (5 May; every five years).

F. Limits

Limits may be applicable depending on the payment service and/or the delivery method. Some relevant limits are stated below and are applicable unless agreed otherwise. Other limits (for funds transfers) are published on the bank's website www.abnamro.nl and are available from the bank on request.

iDEAL payment:	EUR 50,000 per day
Domestic/foreign payment using bank card**	EUR 2,500 per day*
Loading 'Chipknip' (prepaid card):	EUR 500*
Withdrawal from ABN AMRO or foreign ATM**:	EUR 500 per day*
Withdrawal from domestic non-ABN AMRO ATM: once a day, max.	EUR 250
Over-the-counter cash withdrawal (not pre-ordered)***:	EUR 4,500 per day

* Limit can be changed on request. Information on your current limit is available through Internet Banking or can be requested at the bank.

** Lower limits may be applicable abroad.

*** Pre-ordered withdrawals are unlimited.

G. Fees and charges

The charges for commercial payments are published on the bank's website www.abnamro.nl and are available from the bank on request.

H. Exchange rates

The exchange rates for funds transfers and for exchanging banknotes into foreign currency are published daily on the bank's website www.abnamro.nl and are available from the bank on request.

Direct withdrawals or deposits of foreign banknotes from/into a foreign currency account are not possible. This requires currency translation at the applicable rates for both book-entry and banknote transactions.

Transactions in foreign currency using foreign POS terminals or ATMs abroad are exchanged at the basic exchange rate for bank card transactions with a margin of 1.2% for 'Wereldpas' (bank card) transactions and 1.95% for Credit Card or Gold Card transactions. The basic exchange rates for bank card transactions are published daily on the bank's website and are available from the bank on request.

I. Interest on payment account

The applicable interest rates are available from the bank on request.

J. Interest date

The interest date is the day on which a credit or debit is included in the calculation of interest on the account balance.

The interest date for payment transactions mentioned in the Commercial Payment Services Conditions and for credit card transactions is the date on which the payment account or card account is debited or credited if these transactions take place within the EEA in euros or another currency of an EEA country*.

It is possible that incoming payments from abroad in certain cases will be booked earlier than the interest date, in which case the interest date is equal to the date on which the bank receives the amount itself.

*The EEA countries are the member states of the European Union as well as Iceland, Norway and Liechtenstein.