

Basic Payment Package via ABN AMRO app

Containing:

- I. General information and rules
- II. What does the application process look like?
- III. Information about your ABN AMRO Basic Payment Package

Table of contents

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ABN AMRO Basic Payment Package via ABN AMRO app*

I. General information and rules

1. General information
2. General information buttons
3. Laws and regulations/additional rules

II. What does the application process look like?

1. Process steps
2. Q&A

III. Information about your ABN AMRO Basic Payment Package

1. What does your Basic Payment Package consist of?
2. Packages and target groups
3. Your Personal Account
4. Debit card and identification code
5. Banking using the ABN AMRO app and Internet Banking
6. Fees and limits

The information in this Documentation Folder is subject to change.

* Smartphone or tablet.

Basic Payment Package via ABN AMRO app

This is a translation of the original Dutch text. This translation is furnished for the customer's convenience only. The original Dutch text will be binding and will prevail in the case of any inconsistencies between the Dutch text and the English translation.

I. General information and rules

1. General information

Important ABN AMRO details:

- ▶ Full name: ABN AMRO Bank N.V.
- ▶ Head office address: Gustav Mahlerlaan 10, 1082 PP Amsterdam, the Netherlands.
- ▶ Information number: 0900 - 0024 (from within the Netherlands).*
NB: you can call this number for more information about the topics addressed in this Documentation Folder.
- ▶ Internet address (website): abnamro.nl
- ▶ Amsterdam Chamber of Commerce, Trade Register no.: 34334259.
- ▶ VAT identification number: NL 820646660B01.
- ▶ Banking licence from the Dutch central bank (DNB).
- ▶ Registered with the Dutch Authority for the Financial Markets (AFM) under number 12020215.
- ▶ Information about our complaints policy and the applicable disputes resolution authority is available via our website.

The Dutch Authority for the Financial Markets and the Dutch central bank oversee all Dutch banks, including ABN AMRO. For further details about the Dutch Authority for the Financial Markets, go to afm.nl; for more information about the Dutch central bank, go to dnb.nl

2. General information buttons

Our website features some general information buttons (bottom of screen). These buttons give access to important information. Here are a few examples:

a. Disclaimer

This sets out rules for the use of our website. The full text is available on our website.

The following is a brief summary:

- (i) General information for the Dutch situation
The information on our website is of a general

nature and intended for the Netherlands only. The information is not tailored to your personal circumstances and should not be construed as advice. This also applies to the information about the banking services in the Basic Payment Package given below.

(ii) Accessibility and reliability

We try to ensure that the website is accessible and that all information posted on the website is correct. We are not liable for any losses arising from website inaccessibility or inaccuracies.

(iii) Copyright and other rights

We hold copyright and other rights to the information on our website, such as our designs, corporate identity markers and logos.

b. Privacy and cookies

This sets out our rules for dealing with your privacy and explains what cookies are. The full text is available on our website.

The following is a brief summary:

(i) Privacy rules

We are permitted to process personal data concerning yourself and your representative. Personal data is data that provides information about a certain individual, such as your date of birth, address or gender, or data about the products or services that you purchase from us. Processing of personal data includes the collection, storage and use of these data. If we form a legally recognised group of undertakings with other legal persons, the data may be exchanged and processed within our group.

All our personal data processing operations are performed in accordance with laws and regulations and binding codes of conduct. This processing of personal data is permitted for the following purposes: assessment and acceptance of clients or prospects, management and fulfilment of client relationships, payment services, compliance, commercial and marketing activities, research and statistical analyses, security and crime prevention.

* This call is charged at your standard rate. Your telephone provider determines these charges.

We are also permitted to exchange personal data with other parties whose services we have enlisted for the performance of our operations or services. This includes parties whom we enlist for the operation of our systems or payment processing. The exchange of data may mean that data ends up in countries where personal data are less well protected than in the Netherlands. Competent authorities of countries where personal data is located during or after processing can initiate an investigation into this data.

(ii) Cookies

A cookie is a small text file that is stored in your internet browser. A cookie usually contains a unique key. This allows our server to store and retrieve data (such as settings and internet browser usage) for your next session on our website. Cookies are necessary to give you the best user experience of our website, Internet Banking and the ABN AMRO app, and to ensure you can quickly and efficiently navigate our website. We also use cookies to gather information on how visitors or visitor groups use our website and to find out how we can improve the website. Finally, cookies allow us to give you better information about our banking services.

You can disable some or all of our cookies. The following options are available:

- ▶ You can opt out of all cookies, but if you do, the website will not work properly. You will not be able to use Internet Banking, for instance.
- ▶ You can opt to only allow cookies that are needed for the website to work properly and for us to improve it.
- ▶ You can opt to only allow cookies that are needed for the use of the ABN AMRO app and Internet Banking.

For more information about privacy and cookies, please read our Privacy and Cookie Policy that has been posted on our website (information button on bottom of screen).

3. Laws and regulations/additional rules

We comply with all known obligations arising from laws and regulations or arrangements with authorities/supervisors. You will accept this and undertake to cooperate with our compliance efforts. Examples of these obligations are discretionary incidental or recurrent identity checks, other client due diligence or sharing information with authorities/supervisors. If you fail to cooperate, we may

decide to discontinue our banking services to you. We can always set additional rules for or impose restrictions on the use of client identifiers, communication channels or powers of representation. We can also change these at any time.

II. What does the application process look like?

You can apply for an ABN AMRO Basic Payment Package via mobile using the ABN AMRO app. This app can be downloaded from the Apple Store or Google Play Store. The process is set out below.

1. Process steps

To apply, please go through the following steps via the screen of your smartphone:

- a. **Selection screen.** In this screen, you can opt to open a bank account via your smartphone.
- b. **Welcome to ABN AMRO.** This screen summarises what you need to apply for a bank account.
- c. **Identification.** This screen asks you to photograph your identity document so that we can verify who you are.
- d. **Photo of identity document and details check.** You are expected to take one or two photos of your identification document and send them to us. This step is required for us to collect and verify your identity details.
- e. **Take a selfie.** Using your smartphone, you take a selfie in portrait mode; the photo must show your face clearly. You are expected to blink your eyes to prove that the application is being made by a living person.
- f. **Check your details.** This screen allows you to check whether your details have been copied correctly from your identity document.
- g. **Payment package.** Next, you apply for your Basic Payment Package. Information about the Basic Payment Package is available here.
- h. **Personal details.** In this step, you enter your email address, mobile number and home address. We also expect you to specify the purpose for which you will be using the account and the countries where you are liable to tax.
- i. **Your contract.** This step shows you what your contract will look like. You can also save the contract and Documentation Folder for later use. We request that you check whether all details are correct and confirm that you agree with the contract and the conditions. You will receive a unique 8-digit code that you need to enter to show your agreement. This code is only known to two parties: yourself and the bank. The code will be displayed on the screen of your smartphone. To show that you agree, enter the

code and follow the instructions on your screen. The contract does not take effect instantly. We need to check your application first. The contract will not come into effect until your application has been approved. You give us consent to start our service provision after we have approved your application.

- j. **Confirm the application.** This screen allows you to confirm that you agree using the 8-digit code, which will trigger the application to be sent.
- k. **Thank you.** This screen shows you that the application has been sent to the bank. You will also receive a text message confirming that your application has been accepted for processing. The time required for processing will be specified as well.
- l. **Approval of your application.** You will be notified when your application has been approved. This approval marks the conclusion and validation of the contract. You will also be notified if your application is not approved.

2. Q&A

- ▶ What else does ABN AMRO do with my selfie? Your selfie allows us to verify your identity. We will keep it in our records. If you do not wish us to keep a photo of you, this application procedure is not suitable for you. You will then have to go through one of the other application channels mentioned on our website.
- ▶ Can I save or stop the application and complete it later? You cannot save the application to complete it later. If you want to reverse something, you can stop your application by cancelling the process. You cannot cancel the process once you have confirmed your agreement.
- ▶ Your device may be set to save photos on your device/ in the cloud. For security reasons, we advise you to temporarily disable cloud synchronisation before taking a photo. Also check whether the photos are saved on your device and remove them if you want.
 - (i) Can I cancel the contract?
The cooling-off period for the Basic Payment Package is 14 days. Cancellation results in the termination of the contract. We will then not charge you any fees. You can cancel by letter or phone (0900 - 0024 – standard call charges apply) or by visiting one of our branches.
 - (ii) What language do we use?
We can offer you the contract in English or Dutch. Also, you can choose between English and Dutch as our language of communication.

III. Information about your ABN AMRO Basic Payment Package

1. What does your Basic Payment Package consist of?

The Basic Payment Package via ABN AMRO app consists of:

- ▶ A current account
- ▶ A debit card
- ▶ Internet Banking
- ▶ The ABN AMRO app with an identification code of your choice

You can broaden your Basic Payment Package by adding:

- ▶ A savings account
- ▶ Privélimiet Plus (overdraft facility)**.

2. Packages and target groups

A package is a combination of banking services. We offer special arrangements for certain packages and target groups. Such arrangements may offer you specific benefits. To qualify, you must meet the set requirements. We may decide to change or terminate these special arrangements. If your arrangement is cancelled, you will revert to the standard fees and the name of your banking services may be changed. If you have entered into concurrent or combined contracts for banking services, these can be changed or cancelled separately.

3. Your Personal Account

The Personal Account is a euro-denominated current account for anyone aged 18 or over. You can use your Personal Account to receive money or make payments. To make payments, you must have sufficient funds or available credit (overdraft facility) in the account to cover the amount.

There are several methods for making payments:

- ▶ Payment instructions in the ABN AMRO app and Internet Banking;
- ▶ Payment instructions using a giro collection form or another funds transfer form;
- ▶ Payments via iDEAL;
- ▶ Direct debit or standing order;
- ▶ Payments at all card machines in the Netherlands and Maestro card machines outside the Netherlands;
- ▶ Cash withdrawals from all ATMs in the Netherlands and from Maestro ATMs outside the Netherlands;
- ▶ Contactless payments at affiliated merchants in and outside the Netherlands.
- ▶ Cash withdrawals at a bank branch from € 10,000 (on order).

We can also use your account to settle amounts owed between you and the bank.

** Subject to acceptance.

4. Debit card and identification code

The rules for the debit card and identification code can be summarised as follows:

a. Rules for debit card and identification code

- (i) Use of client identifiers
The debit card with PIN number and identification code with user name are client identifiers as defined in the Client Relationship Conditions (Part II of the General Conditions of ABN AMRO). These client identifiers are strictly personal. Their use is restricted to the designated user. Users can use the identifiers in all channels to prove their identity and to sign for approval. Users can also use their debit card in every relationship in which they engage with us in their capacity as a client or representative.
- (ii) Security and user convenience
The identification code means convenience for users. All you need to do is send the identification code (with user name); no other device or code is required. For security reasons, the uses of the identification code are more restricted. We can broaden or limit these uses at any time. A debit card with PIN number is safer because you need both the card and the PIN number to access services. If you use your debit card for Internet Banking, you do not send your PIN number but a code that you create for each session with the e.identifier (card reader).
- (iii) Prevention of misuse
You are expected to report any misuse or threat of misuse to us without delay and to strictly adhere to all our other security rules. You will help to prevent financial losses due to errors or misuse wherever possible. Block your debit card or identification code if you have reason to suspect that someone is misusing it. To report misuse, please call 0900 - 0024 (standard call charges) or, if outside the Netherlands, +31 (0)10 241 17 20.
- (iv) See the conditions
You can read more in the Retail Payment Services Conditions and Retail Payment Services Information Sheet (Chapter IV). These set out the rules on security and uses.

b. Rules for debit card

- (i) Card machines and ATMs
You can also use your debit card for card machine or ATM transactions from the Personal Account specified on the debit card. These payments are subject to limits that you can raise or lower yourself. These limits are also applicable to any

representatives who are authorised to use the card. More information about these limits can be read in the Retail Payment Services Information Sheet (Chapter 4 of this Documentation Folder).

- (ii) Changing your PIN number
You can always change your PIN number at our ATMs and Geldmaat ATMs in the Netherlands. We urge you to do this if you suspect that someone knows your PIN number.

c. Rules for identification code

- (i) Choosing the identification code
Your identification code is a secret 5-digit code that you can choose yourself using your activated debit card. You use this identification code in combination with your user name (= last 9 digits of your bank account number + card number).
- (ii) Daily limit
You can set your own daily limit for payments via the identification code up to the maximum permitted by the bank. The daily limit is the total amount that you can transfer per day using your identification code. The same limit applies in the ABN AMRO app and Internet Banking. If you set your daily limit at € 0, this does not mean that you cannot make any payments at all using the identification code. You will still be able to make transfers between your own accounts, including any joint accounts, up to the limits permitted by the bank.
- (iii) Identification code of an authorised representative
Your authorised representative can also make use of an identification code, but only if you modify the settings to allow this. Your authorised representative can then personally set the daily limit. This limit may be higher than the limit you set for yourself.

5. Banking using the ABN AMRO app and Internet Banking

The ABN AMRO app and Internet Banking are digital environments that we have created for you to serve as a secure communication channel between you and ourselves. The main rules for this service are summarised below:

a. Rules for banking using the ABN AMRO app and Internet Banking

- (i) You provide the required internet connection. You accept the cookies that are necessary for using the ABN AMRO app and Internet Banking. You also need a client identifier designated by the bank.
- (ii) This channel allows us to send you bank statements, messages or other information, including our general conditions.

- (iii) You can use this channel to instruct us to make payments or investments for you as well as arrange for your other banking needs.
- (iv) Bankmail is your mailbox in the ABN AMRO app and Internet Banking. We use Bankmail to send messages to each other.
- (v) We may remove statements, announcements and other messages after a certain period of time. You can save messages if you wish to keep them for your own reference.
- (vi) Please read messages and statements posted for you in the ABN AMRO app and Internet Banking environment as soon as you can. You need to check whether the transactions listed in your bank statements are correct. Complaints or identified errors must be reported to us immediately.
- (vii) The ABN AMRO app and Internet Banking are an 'electronic client domain' (see the Client Relationship Conditions).
- (viii) See the conditions: you can read more in the Client Relationship Conditions, Retail Payment Services Conditions and Retail Payment Services Information Sheet.

ABN AMRO Bank N.V., having its registered office in Amsterdam, the Netherlands. Amsterdam Chamber of Commerce, Trade Register no. 34334259.

b. Rules for Internet Banking

The client identifier you need is a debit card with PIN number. This card is used in combination with an e.identifier (card reader). You can also make use of the identification code with user name.

c. Rules for banking using the ABN AMRO app

Banking using the ABN AMRO app is a convenient form of Internet Banking via an app on your smartphone.

- (i) The client identifier you need is an identification code with user name. With banking using the ABN AMRO app, you do not need to fill in your user name yourself. The app does this for you automatically. We may decide that your smartphone must be registered: your phone will then become part of the client identifier.

6. Fees and limits

We charge you a fee for the banking services in the Basic Payment Package. The fee is payable in advance. For more information about our fees, see the Retail Payment Services Information Sheet. This also sets out rules about limits, such as limits for payments and cash withdrawals.

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