

Conditions of Student Package



January 2025

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November 2023

General Conditions ABN AMRO Bank N.V.



January 2024

Consisting of:

- General Banking Conditions 2017
- Client Relationship Conditions

General Banking Conditions 2017

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. For the Dutch document "Algemene Voorwaarden ABN AMRO Bank NV" go to abnamro.nl/voorwaarden

As a bank, we are aware of our social function. We aim to be a reliable, service-oriented and transparent bank, which is why we, to the best of our ability, seek to take into account the interests of all our customers, employees, shareholders, other capital providers and society as a whole.

These General Banking Conditions (GBC) have been drawn up in consultation between the Dutch Banking Association (Nederlandse Vereniging van Banken) and the Consumers' Association (Consumentenbond). This took place within the framework of the Coordination Group on Self-regulation consultation of the Social and Economic Council (Coördinatiegroep Zelfreguleringsoverleg van de Sociaal-Economische Raad). Consultations were also held with the Confederation of Netherlands Industry and Employers (VNO-NCW), the Dutch Federation of Small and Medium-Sized Enterprises (MKB-Nederland), the Dutch Federation of Agriculture and Horticulture (LTO Nederland) and ONL for Entrepreneurs (ONL voor Ondernemers).

Notice as of 1-1-2024:

The Consumers' Association has announced that the legal level of consumer protection is now so high that agreements with sector organisations in two-sided (= approved by the Consumers' Association) general terms and conditions are no longer necessary. That is why the Consumers' Association has terminated its connectedness to all two-sided general terms and conditions as of 1 January 2024. As of this date, the Consumers' Association is no longer engaged in these terms and conditions. This applies not only to this ABV, but to all approximately sixty two-sided general terms and conditions agreed with sector organisations.

The GBC will enter into force on 1 March 2017. The Dutch Banking Association has filed the text with the Registry of the District Court in Amsterdam under number 60/2016 on 29 August 2016.

Article 1 - Applicability

The GBC apply to all products and services and the entire relationship between you and us. Rules that apply to a specific product or service can be found in the relevant agreement or the specific conditions applicable to that agreement.

1. These General Banking Conditions (GBC) contain basic rules to which we and you must adhere. These rules apply to all products and services that you purchase or shall purchase from us and the entire relationship that you have or will have with us. This concerns your rights and obligations and ours.
2. For the services that we provide, you shall enter into one or more agreements with us for services (i.e. services including also products) that you purchase from us. If an agreement contains a provision that is contrary to the GBC, then that provision will prevail above the GBC.
3. If you enter into an agreement for a product or service, specific conditions may apply to the agreement. These specific conditions contain rules that apply specifically to that product or that service. An example of specific conditions: You may possibly enter into an agreement to open a current account. Specific conditions for payments may apply to that agreement. If the specific conditions contain a provision that is contrary to the GBC, then that provision will prevail above the GBC. However, if you are a consumer, that provision may not reduce rights or protection granted to you under the GBC.
4. The following also applies:
 - a. You may possibly also use general conditions (for example, if you have a business). In that case, the GBC will apply and not your own general conditions. Your own general conditions will only apply if we have agreed that with you in writing.
 - b. You may (also) have a relationship with one of our foreign branches. This branch may have local

conditions, for example, because they are better geared to the applicable laws in that country. If these local conditions contain a provision that is contrary to a provision in the GBC or a provision in the Dutch specific conditions, then in that respect the local conditions will prevail.

Article 2 - Duty of Care

We have a duty of care. You must act with due care towards us and you may not misuse our services.

1. We must exercise due care when providing our services and we must thereby take your interests into account to the best of our ability. We do so in a manner that is in accordance with the nature of the services. This important rule always applies. Other rules in the GBC or in the agreements related to products or services and the corresponding special conditions cannot alter this. We aim to provide comprehensible products and services. We also aim to provide comprehensible information about these products and services and their risks.
2. You must exercise due care towards us and take our interests into account to the best of your ability. You must cooperate in allowing us to perform our services correctly and fulfil our obligations. By this, we mean not only our obligations towards you but also, for example, obligations that, in connection with the services that we provide to you, we have towards supervisory bodies or tax or other (national, international or supranational) authorities. If we so request, you must provide the information and documentation that we require for this. If it should be clear to you that we need this information or documentation, you shall provide this of your own accord. You may only use our services or products for their intended purposes and you may not misuse them or cause them to be misused. Misuse constitutes, for example, criminal offences or activities that are harmful to us or our reputation or that could damage the working and integrity of the financial system.

Article 3 - Activities and objectives

We ask you for information to prevent misuse and to assess risks.

1. Banks play a key role in the national and international financial system. Unfortunately, our services are sometimes misused, for instance for money laundering. We wish to prevent misuse and we also have a legal obligation to do so. We require information from you for this purpose. This information may also be necessary for the assessment of our risks or the proper execution of our services. This is why, upon our request, you must provide us with information about:
 - a. your activities and objectives
 - b. why you are purchasing or wish to purchase one of our products or services
 - c. how you have acquired the funds, documents of title or other assets that you have deposited with us or through us.

You must also provide us with all information we need to determine in which country/countries you are a resident for tax purposes.

2. You must cooperate with us so that we can verify the information. In using this information, we will always adhere to the applicable privacy regulations.

Article 4 - Non-public information

We are not required to use non-public information.

1. When providing you with services, we can make use of information that you have provided to us. We may also make use of, for example, public information. Public information is information that can be known to everyone, for example, because this information has been published in newspapers or is available on the internet.
2. We may have information outside of our relationship with you that is not public. You cannot require us to use this information when providing services to you. This information could be confidential or price-sensitive information.

An example:

It is possible that we possess confidential information that a listed company is experiencing financial difficulties or that it is doing extremely well. We may not use this information when providing investment advice to you.

Article 5 - Engaging third parties

We are allowed to engage third parties. We are required to take due care when engaging third parties.

1. In connection with our services, we are allowed to engage third parties and outsource activities. If we do so in the execution of an agreement with you, this does not alter the fact that we are your contact and contracting party. A few examples:
 - a. Assets, documents of title, securities or financial instruments may be given in custody to a third party. We may do so in your name or in our own name.
 - b. Other parties are also involved in the execution of payment transactions.
 - c. We can also engage third parties in our business operations to, for example, enable our systems to function properly.
2. You may possibly provide us with a power of attorney for one or more specific legal acts. With this power of attorney, we can execute these legal acts on your behalf. Such legal acts are then binding for you. At least the following will apply with regard to any powers of attorney that we may receive from you:
 - a. If a counterparty is involved in the execution, we may also act as the counterparty.

For example:
We have your power of attorney to pledge credit balances and other assets that you have entrusted to us to ourselves (see Article 24 paragraph 1 of the GBC). If we use this power of attorney, we pledge your credit balances with us to ourselves on your behalf.
 - b. We may also grant the power of attorney to a third party. In that case, this third party may make use of the power of attorney. We are careful in choosing the third party to whom we grant the power of attorney.
 - c. If our business is continued (partially) by another party as the result of, for example, a merger or demerger, this other party may also use the power of attorney.
3. We exercise the necessary care when selecting third parties. If you engage or appoint another party yourself, then the consequences of that choice are for your account.

Article 6 - Risk of dispatches

Who bears the risk of dispatches?

1. We may possibly send money or financial instruments (such as shares or bonds) upon your instructions. The risk of loss of or damage to the dispatch is then borne by us. For example, if the dispatch is lost, we will reimburse you for the value.
2. We may also send other goods or documents of title, such as proof of ownership for certain goods (for example, a bill of lading), on your behalf. The risk of loss of and damage to the dispatch is then borne by you. However, if we cause damage through carelessness with the dispatch, then that damage is for our account.

Article 7 - Information about you and your representative

We require information about you and your representative. You are required to notify us of any changes.

1. Information.

We are legally obliged to verify your identity. Upon request, you are to provide us with, among others, the following information:

- a. Information about natural persons:
 - I. first and last names, date of birth, place of residence and citizen's (service) number. You must cooperate with the verification of your identity by providing us with a valid identity document that we deem suitable, such as a passport.
 - II. civil status and matrimonial or partnership property regime. This information may determine whether you require mutual consent for certain transactions or whether you possess joint property from which claims may be recoverable.
- b. Information about business customers: legal form, registration number with the Trade Register and/or other registers, registered office, VAT number, overview of ownership and control structure.

You are required to cooperate with us so that we can verify the information. We use this information for, for example, complying with legal obligations or

in connection with the services that we provide to you. We may also need this information with regard to your representative. Your representative must provide this information to us and cooperate in our verification of this information. This representative may be, for example:

- a. a legal representative of a minor (usually the mother or father)
- b. an authorised representative
- c. a director of a legal entity.

2. Notification of changes.

We must be notified immediately of any changes to the information about you and your representative. This is important for the performance of our legal obligations and our services to you. You may not require a representative for your banking affairs initially; however, you may require a representative later on. We must be informed of this immediately. Consider the following situations, for example:

- a. your assets and liabilities are placed under administration
- b. you are placed under legal constraint
- c. you are placed in a debt management scheme, are granted a (temporary) moratorium of payments or you are declared bankrupt, or
- d. you are, for some reason, unable to perform all legal acts (unchallengeable) yourself.

3. Storing information.

We are permitted to record and store information. In some cases, we are even required to do so. We may also make copies of any documents, for example, a passport, that serve to verify this information for our administration. We adhere to the applicable privacy laws and regulations in this respect.

Article 8 - Signature

Why do we require an example of your signature?

1. You may have to use your signature to provide consent for orders or other acts that you execute with us. There are written signatures and electronic signatures. In order to recognise your written signature, we need to know what your signature looks like. We may ask you to provide an example of your written signature and we may provide further

instructions in connection with this. You must comply with this. This also applies with regard to your representative.

2. We will rely on the example of your signature until you inform us that your signature has changed. This also applies for the signature of your representative.
3. You or your representative may possibly act in different roles towards us. You can be a customer yourself and also act as a representative for one or more other customers. You may have a current account with us as a customer and also hold a power of attorney from another customer to make payments from his current account. If you or your representative provides us with an example of your signature in one role, this example is valid for all other roles in which you deal or your representative deals with us.

Article 9 - Representation and power of attorney

You can authorise someone to represent you; however, we may impose rules on such an authorisation. We must be notified of any changes immediately. You and your representative must keep each other informed.

1. Representation.

You can be represented by an authorised representative or another representative. We may impose rules and restrictions on representation. For instance, rules regarding the form and content of a power of attorney. If your representative acts on your behalf, you are bound by these acts.

We are not required to (continue to) deal with your representative. We may refuse to do so, due to, for example:

- a. an objection against the person who acts as your representative (for example, due to misconduct)
- b. doubts about the validity or scope of the authority to represent you.

Your authorised representative may not grant the power of attorney granted to him to a third party, without our approval. This is important in order to prevent, for example, misuse of your account.

2. Changes in the representation.

If the authority of your representative (or his representative) changes or does not exist or no

longer exists, you must inform us immediately in writing. As long as you have not provided any such notification, we may assume that the authority continues unchanged. You may not assume that we have learned that the power of attorney has changed or does not exist or no longer exists, for example, through public registers. After your notification that the authority of your representative has changed or does not exist or no longer exists, we require some time to update our services. Your representative may have submitted an order shortly before or after this notification. If the execution of this order could not reasonably have been prevented, then you are bound by this.

3. Your representative adheres to the same rules as you. You must keep each other informed.

All rules that apply to you in your relationship with us also apply to your representative. You are responsible for ensuring that your representative adheres to these rules. You and your representative must constantly inform each other fully about everything that may be important in your relationship with us.

For example:

Your representative has a bank card that he or she can use on your behalf. This representative must comply with the same security regulations that you must comply with. When we make these regulations known to you, you must communicate these regulations to your representative immediately.

Article 10 - Personal data

How do we handle personal data?

1. We are allowed to process your personal data and that of your representative. This also applies to data regarding products and services that you purchase from us. Personal data provide information about a specific person. This includes, for example, your date of birth, address or gender. Processing personal data includes, among others, collecting, storing and using it. If we form a group together with other legal entities, the data may be exchanged and processed within this group. We may also exchange personal data with other parties that we engage for our business operations or for the

execution of our services. By other parties we mean, for example, other parties that we engage to assist with the operation of our systems or to process payment transactions. We adhere to the applicable laws and regulations and our own codes of conduct for this.

2. The exchange of data may mean that data enter other countries where personal data are less well-protected than in the Netherlands. Competent authorities in countries where personal data are available during or after processing may launch an investigation into the data.

Article 11 - (Video and audio) recordings

Do we make video / audio recordings of you?

1. We sometimes make video and/or audio recordings in the context of providing our services. You may possibly appear in a recording. When we make recordings, we adhere to the laws and regulations and our codes of conduct. For example, we make recordings for:
 - a. **Sound business operations and quality control.**
We may, for example, record telephone conversations in order to train our employees.
 - b. **Providing evidence.**
We may, for example, make a recording of:
 - I. an order that you give us by telephone; or
 - II. the telephone message with which you notify us of the loss or theft of your bank card.
 - c. **Crime prevention.**
For example: video recordings of cash machines.
2. If you are entitled to a copy of a video and/or audio recording or a transcript of an audio recording, please provide us with the information that will help us to retrieve the recording, for instance: the location, date and time of the recording.

Article 12 - Continuity of services

We aim to ensure that our facilities work properly. However, breakdowns and disruptions may occur.

Our services depend on (technical) facilities such as equipment, computers, software, systems, networks and the internet. We try to ensure that these facilities work properly. What can you expect as far as this is concerned? Not that there never will be a breakdown

or disruption. Unfortunately, this cannot always be prevented. We are not always able to influence this. Sometimes a (short) disruption of our services may be required for activities such as maintenance. We strive, within reasonable limits, to avoid breakdowns and disruptions, or to come up with a solution within a reasonable period.

Article 13 - Death of a customer

After your death

1. In the event of your death, we must be notified of this as soon as possible, for example, by a family member. You may have given us an order prior to your death. This may concern a payment order, for example. Until we receive the written notification of your death, we may continue to carry out orders that you or your representative have given. After we have received the notification of your death, we still require some time to update our services. For this reason, orders that we were given prior to or shortly after the notification of your death may still (continue to) be executed. Your estate is bound by these orders, provided their execution could not reasonably be prevented.
2. If we request a certificate of inheritance, the person who acts on behalf of the estate is required to provide us with it. This certificate of inheritance must be drawn up by a Dutch civil-law notary. Depending on the size of the estate and other factors, we may consider other documents or information to be sufficient.
3. You may have more than one beneficiary. We are not required to comply with information requests from individual beneficiaries. For instance, information requests concerning payments via your account.
4. Relatives may not know where the deceased held accounts. They are then able to acquire information from the digital counter that banks have collectively established on the website of the Dutch Banking Association or another service established for this purpose.

Article 14 - Communicating with the customer

How do we communicate with you?

1. Different possibilities for communicating with you.

We can communicate with you in different ways. For instance, we can make use of post, telephone, e-mail or internet banking.

2. Post.

You must ensure that we always have the correct address data. We can then send statements, messages, documents and other information to the correct address. Send us your change of address as soon as possible. If, due to your own actions, your address is not or no longer known to us, we are entitled to conduct a search for your address or have one conducted, at your expense. If your address is not or no longer known to us, we are entitled to leave documents, statements and other information for you at our own address. These are then deemed to have been received by you. You may make use of one of our products or services together with one or several others. Post for joint customers is sent to the address that has been indicated. If joint customers do not or no longer agree on the address to which the post should be sent, we may then determine which of their addresses we will send the post to.

3. Internet banking.

If you make use of internet banking, we can place statements, messages, documents and other information for you in internet banking. You must ensure that you read those messages as soon as possible. In the GBC, internet banking refers to the electronic environment that we have established for you as a secure communication channel between you and us. Internet banking also includes mobile banking and (other) apps for your banking services or similar functionalities.

4. E-mail.

We may agree with you that we will send you messages by e-mail. In that case, you must ensure that you read such message as soon as possible.

Article 15 - The Dutch language

In which language do we communicate with you and when is a translation necessary?

1. The communication between you and us takes place

in Dutch. This can be different, if we agree otherwise with you on this matter. English is often chosen for international commercial banking.

2. If you have a document for us that is in a language other than Dutch, we may require a translation into Dutch. A translation into another language is only permissible if we have agreed to it. The cost of producing the translation will be borne by you. The translation must be performed by:
 - a. a translator who is certified in the Netherlands for the language of the document, or
 - b. someone else whom we consider suitable for this purpose.

Article 16 - Use of means of communication

Care and security during communication.

In order to prevent anything from going wrong in the communication process, you should be cautious and careful with means of communication. This means, for example, that your computer or other equipment is equipped with the best possible security against viruses, harmful software (malware, spyware) and other misuse.

Article 17 - Information and orders

Information that we require from you for our services.

1. We require information from you for the execution of our services. If we ask for information, you must provide us with it. It could also be the case that we do not request information but that you should nevertheless understand that we require this information. This information must also be provided.
For example:
You have an investment profile for your investments. If something changes as a result of which the financial risks become less acceptable for you, you must take action to have your investment profile modified.
2. Your orders, notifications and other statements must be on time, clear, complete and accurate. For example, if you wish to have a payment executed, you must list the correct number of the account to which the payment must be made. We may impose further rules for your orders, notifications or other statements that you submit to us. You must comply with these additional rules. If, for example, we

stipulate the use of a form or a means of communication, you are required to use this.

3. We are not obligated to execute orders that do not comply with our rules. We can refuse or postpone their execution. We will inform you about this. In specific cases, we may refuse orders or a requested service even though all requirements have been complied with. This could be the case, for example, if we suspect misuse.

Article 18 - Evidence and record keeping period of bank records

Our bank records provide conclusive evidence; however, you may provide evidence to the contrary.

1. We keep records of the rights and obligations that you have or will have in your relationship with us. Stringent legal requirements are set for this. Our records serve as conclusive evidence in our relationship with you; however, you may, of course, provide evidence to the contrary.
2. The law prescribes the period for which we must keep our records. Upon expiry of the legal recordkeeping period, we may destroy our records.

Article 19 - Checking information and the execution of orders, reporting errors and previously provided data

You must check information provided by us and the execution of orders and you must report errors. Regulations for previously provided data.

1. **Checking data and the execution of orders.**
If you make use of our internet banking, we can provide you with our statements by placing them in internet banking. By statements, we mean, for example, confirmations, account statements, bookings or other data. You must check statements that we place in internet banking for you as soon as possible for errors such as inaccuracies and omissions. In the GBC, internet banking refers to the electronic environment that we have established for you as a secure communication channel between you and us. This includes mobile banking and (other) apps for your banking services or similar functionalities. Check written statements that you have received from us as soon as possible for errors such as

inaccuracies and omissions. The sending date of a statement is the date on which this occurred according to our records. This date can be stated on, for example, a copy of the statement or dispatch list. Check whether we execute your orders correctly and fully. Do this as quickly as possible. The same applies to any orders that your representative submits on your behalf.

2. Reporting errors and limiting loss or damage.

The following applies in respect of errors that we make when executing our services:

- a. If you discover an error (in a statement, for example), you must report this to us immediately. This is important because it will then be easier to correct the error and loss or damage may possibly be avoided. Moreover, you are required to take all reasonable measures to prevent an error from resulting in (further) loss or damage.

For example:

You instructed us to sell 1,000 of your shares and you notice that we only sold 100. If you would still like to have your instructions carried out to the full, then you should notify us of this immediately. We can then sell the remaining 900. In this way, a loss caused by a drop in prices may possibly be avoided or limited. It may be that you are expecting a statement from us but do not receive it. Report this to us as soon as possible. For example, you are expecting an account statement from us but do not receive it. Then we can still send this statement to you. You can check it for any errors.

- b. If we discover an error, we will try to correct it as quickly as possible. We do not require your permission for this. If a statement submitted earlier appears to be incorrect, you will receive a revised statement. It will reflect the fact that the error has been corrected.
- c. Should a loss or damage arise, you may be entitled to compensation, depending on the circumstances.

3. Information provided earlier.

You may receive information that we have already provided to you again if you so request and your request is reasonable. We may charge you for this,

which we will inform you about beforehand. We are not required to provide you with information that we have provided earlier if we have a good reason for this.

Article 20 - Approval of bank statements

After a period of 13 months, our statements are deemed to have been approved by you.

It may be that you disagree with one of our statements (such as a confirmation, account statement, invoice or other data). You may, of course, object to the statement, but there are rules that govern this process. If we do not receive an objection from you within 13 months after such a statement has been made available to you, the statement will be regarded as approved by you. This means that you are bound by its content. After 13 months, we are only required to correct arithmetical errors. Please note: this does not mean that you have 13 months to raise an objection. According to Article 19 of the GBC, you are required to check statements and report inaccuracies and omissions to us immediately. Should you fail to do so, then damage may be for your account, even if the objection is submitted within 13 months.

Article 21 - Retention and confidentiality requirements

You must take due care with codes, forms and cards. Suspected misuse must be reported immediately.

1. You must handle codes, forms, (bank) cards or other tools with due care and adequate security. This will enable you to prevent them from falling into the wrong hands or being misused by someone.
2. A code, form, card or other tool may in fact, fall into the wrong hands, or someone may or may be able to misuse it. If you know or suspect such is the case, you must notify us immediately. Your notification will help us to prevent (further) misuse.
3. Take into account that we impose additional security rules (such as the Uniform Security Rules for Private Individuals).

Article 22 - Rates and fees

Fees for our products and services and changes to our rates.

1. You are required to pay us a fee for our products and services. This fee may consist of, for example, commission, interest and costs.
2. We will inform you about our rates and fees to the extent that this is reasonably possible. We will ensure that this information is made readily available to you, for example, on our website or in our branches. If, through an obvious error on our part, we have not agreed upon a fee or rate with you, we may charge you at most a fee according to the rate that we would charge in similar cases.
3. We may change a rate at any time, unless we have agreed with you on a fixed fee for a fixed period. Rate changes may occur due to, for example, changes in market circumstances, changes in your risk profile, developments in the money or capital market, implementation of laws and regulations or measures by our supervisors. If we change our rates based on this provision, we will inform you prior to the rate change to the extent that such is reasonably possible.
4. We are permitted to debit our service fee from your account. This debit may result in a debit balance on your account. You must then immediately clear the debit balance by depositing additional funds into your account. You must take care of this yourself, even if we do not ask you to do so. The debit balance does not have to be cleared if we have explicitly agreed with you that the debit balance is permitted.

Article 23 - Conditional credit entries

In the event that you expect to receive a payment through us, we may then be willing to provide you with an advance on this payment. This will be reversed if something goes wrong with this payment.

If we receive an amount for you, then you will receive a credit entry for this amount with us. Sometimes, we will credit the amount already even though we have not yet (definitively) received the amount. In this way, you can enjoy access to the funds sooner. We do set the condition that we will be allowed to reverse the credit entry if we do not receive the amount for you or must repay it. Thus we may have to reverse the payment of a cheque because it turned out to be a forgery or not to be covered by sufficient funds. If it concerns the

payment of a cheque, we refer to this condition when making the payment. When reversing the credit entry, the following rules apply:

- a. If the currency of the credit amount was converted at the time of the credit entry, we may reconvert the currency back to the original currency. This takes place at the exchange rate at the time of the reconversion.
- b. We may incur costs in connection with the reversion of the credit entry. These costs will be borne by you. This may, for example, include the costs of the reconversion.

Article 24 - Right of pledge on, among others, your credit balances with us

You grant us a right of pledge on, among others, your credit balances with us and securities in which you invest through us. This right of pledge provides us with security for the payment of the amounts that you owe us.

1. You are obliged to grant us a right of pledge on assets as security for the amounts that you owe us. In this regard, the following applies:
 - a. You undertake to pledge the following assets, including ancillary rights (such as interest), to us:
 - I. all (cash) receivables that we owe you (irrespective of how you acquire that receivable)
 - II. all of the following insofar as we (will) hold or (will) manage it for you, with or without the engagement of third parties and whether or not in a collective deposit: moveable properties, documents of title, coins, banknotes, shares, securities and other financial instruments
 - III. all that (will) take the place of the pledged assets (such as an insurance payment for loss of or damage to assets pledged to us).
 This undertaking arises upon the GBC becoming applicable.
 - b. The pledge of assets is to secure payment of all amounts that you owe us or will come to owe to us. It is not relevant how these debts arise. The debts could, for example, arise due to a loan, credit (overdraft), joint and several liability, suretyship or guarantee.
 - c. Insofar as possible, you pledge the assets to us. This pledge arises upon the GBC becoming applicable.

- d. You grant us a power of attorney to pledge these assets to ourselves on your behalf and to do this repeatedly. Therefore, you do not have to sign separate deeds of pledge on each occasion. The following also applies to this power of attorney:
- I. This power of attorney furthermore implies that we may do everything necessary or useful in connection with the pledge, such as, for example, give notice of the pledge on your behalf.
 - II. This power of attorney is irrevocable. You cannot revoke this power of attorney. This power of attorney ends as soon as our relationship with you has ended and is completely settled.
 - III. We may grant this power of attorney to a third party. This means that the third party may also execute the pledge.
For example:
If we form a group together with other legal entities, we may, for instance, delegate the execution of the pledge to one of the other legal entities.
This power of attorney arises upon the GBC becoming applicable.
- e. You guarantee to us that you are entitled to pledge the assets to us. You also guarantee to us that no other party has any right (of pledge) or claim to these assets, either now or in the future, unless we explicitly agree otherwise with you.
2. In respect of the right of pledge on the assets, the following also applies:
- a. You can ask us to release one or more pledged assets. We will comply with this request if the remaining assets to which we retain rights of pledge provide us with sufficient cover for the amounts that you owe us or will come to owe us. By release, we mean that you may use the assets for transactions in the context of the agreed upon services (for example, use of your credit balances for making payments). For assets that we keep for you, release means that we return the assets to you. Other forms of release are possible if we explicitly agree upon this with you.
 - b. We may use our right of pledge to obtain payment for the amounts that you owe us. This also implies the following:
 - I. If you are in default with regard to the payment of the amounts that you owe to us, we may sell the pledged assets or have them sold. We may then use the proceeds for the payment of the amounts that you owe us. You are considered to be in default, for example, when you must pay us an amount due by a specific date and you do not do so. We will not sell or have any more of the pledged assets sold than, according to a reasonable assessment, is required for payment of the amounts that you owe us.
 - II. If we have a right of pledge on amounts that we owe you, we may also collect these amounts. We may then use the payment received for the payment of the amounts that you owe us, as soon as those payments are due and payable.
 - III. If we have used the right of pledge for the payment of the amounts that you owe us, we will notify you of this fact as soon as possible.

Article 25 - Set-off

We can offset the amounts that we owe you and the amounts that you owe us against one another.

1. We may at any time offset all amounts you owe us against all amounts we owe you. This offsetting means that we “cancel” the amount you owe us against an equal amount of the amount we owe you. We may also offset amounts if:
 - a. the amount you owe us is not due and payable
 - b. the amount we owe you is not due and payable
 - c. the amounts to be offset are not in the same currency
 - d. the amount you owe us is conditional.
2. If we wish to use this article to offset amounts that are not due and payable, there is a restriction. We then only make use of our set-off right in the following cases:
 - a. Someone levies an attachment on the amount we owe you (for example, your bank account credit balance) or in any other manner seeks recovery from such claim.
 - b. Someone obtains a limited right to the amount we owe you (for instance, a right of pledge on your bank account credit balance).

- c. You transfer the amount we owe you to someone else.
- d. You are declared bankrupt or subject to a (temporary) moratorium of payments.
- e. You are subject to a legal debt management scheme or another insolvency scheme.

This restriction does not apply if the claims are in different currencies. In the latter case, we are always permitted to offset.

3. If we proceed to offset in accordance with this article, we will inform you in advance or otherwise as soon as possible thereafter. When making use of our set-off right, we adhere to our duty of care as specified in Article 2 paragraph 1 of the GBC.
4. Amounts in different currencies are set off at the exchange rate on the date of set-off.

Article 26 - Collateral

If we so request, you are required to provide us with collateral as security for the payment of the amounts you owe us. This article lists a number of rules that may be important with respect to providing collateral.

1. You undertake to provide us with (additional) collateral as security for the payment of the amounts that you owe us immediately at our request. This collateral may, for example, be a right of pledge or a mortgage on one of your assets. The following applies with regard to the collateral that you must provide to us:
 - a. This collateral serves as security for the payment of all amounts that you owe us or will come to owe us. It is not relevant how these debts arise. These debts could arise due to, for example, a loan, credit (overdraft), joint and several liability, suretyship or guarantee.
 - b. You are not required to provide more collateral than is reasonably necessary. However, the collateral must always be sufficient to cover the amounts that you owe us or will come to owe us. In assessing this, we take into account your risk profile, our credit risk with you, the (coverage) value of any collateral that we already have, any change in the assessment of such factors, and all other factors or circumstances for which we can demonstrate that they are relevant for us.
 - c. You must provide the collateral that we require.

If, for example, we request a right of pledge on your inventory, you cannot provide us with a right of pledge on company assets instead.

- d. Providing collateral could also be that you agree that a third party, who has obtained or will obtain collateral from you, acts as a surety or guarantor for you and is able to take recourse against such. This agreement also includes that we may stand surety or act as guarantor for you towards that third party and that we are able to take recourse from the collateral that we will obtain or have obtained from you.
 - e. If we demand that existing collateral be replaced by other collateral, you must comply. This undertaking arises upon the GBC becoming applicable.
2. If another bank continues all or part of our business and as a consequence you become a client of this other bank, there is the issue of whether the other bank can make use of our rights of pledge and rights of mortgage for your debt. In the event that no explicit agreement is made at the time of the establishment of the right of pledge or right of mortgage, the agreement applies that this right of pledge or right of mortgage is intended as security not only for us but for the other bank as well. If the collateral pertains to future amounts that you may come to owe us, this also applies to the future amounts that you may come to owe that other bank.
 3. We can terminate all or part of our rights of pledge and rights of mortgage at any moment by serving notice to this effect. This means, for example, that we can determine that the right of pledge or right of mortgage does continue to exist but, from now on, no longer covers all receivables for which it was initially created.
 4. If we receive new collateral, existing collateral will continue to exist. This is only different if we make an explicit agreement to that effect with you on this. An example is the case where we mutually agree that you should provide new collateral to replace existing collateral.
 5. It may be that we, by virtue of previous general (banking) conditions, already have collateral, rights to collateral and set-off rights. This will remain in full force in addition to the collateral, rights to collateral and set-off rights that we have by virtue of these GBC.

Article 27 - Immediately due and payable

You are required to comply with your obligations. Should you fail to do so, we can declare all amounts that you owe us immediately due and payable.

You are required to promptly, fully and properly comply with your obligations. By obligations, we are not only referring to the amounts that you owe us, but also other obligations. An example of the latter is your duty of care under Article 2 paragraph 2 of the GBC. You may nevertheless possibly be in default with regard to the fulfilment of an obligation. In that event, the following applies:

- a. We may then declare all amounts that you owe us immediately due and payable, including the claims arising from an agreement with which you do comply. We will not exercise this right if the default is of minor importance and we will comply with our duty of care as specified in Article 2 paragraph 1 of the GBC.

For example:

Suppose you have a current account with us on which, by mutual agreement, you may have a maximum overdraft of € 500. However, at one point in time your debit balance amounts to € 900. You then have an unauthorised debit balance of € 400 on your current account. If, in addition, you have a mortgage loan with us, this deficit is not sufficient reason to demand repayment of your mortgage loan. Of course, you must comply with all of your obligations in connection with the mortgage loan and settle the deficit as soon as possible.

- b. If we do declare our claims immediately due and payable, we will do so by means of a notice. We will tell you why we are doing so in that notice.

Article 28 - Special costs

Which special costs may we charge you?

1. We may become involved in a dispute between you and a third party involving, for example, an attachment or legal proceedings. This may cause us to incur costs. You are required to fully compensate us for any such costs as we are not a party to the dispute between you and the other party. Such costs may consist of charges for processing an attachment that a creditor levies on the credit

balances that we hold for you. They may also involve the expense of engaging a lawyer.

2. We may also incur other special costs in connection with our relationship. You are required to compensate us for these costs to the extent that compensation is reasonable. These costs could concern appraisal costs, advisory fees and costs for extra reports. We will inform you why the costs are necessary. If there is a legal regime for special costs, it will be applied.

Article 29 - Taxes and levies

Taxes and levies in connection with the providing of our services will be paid by you.

Our relationship with you may result in taxes, levies and such. You are required to compensate us for them. They may include payments that we must make in connection with the services that we provide to you (for example: a fee owed to the government when establishing security rights). Mandatory law or an agreement with you may result in some other outcome. Mandatory law is the law from which neither you nor we can depart.

Article 30 - The form of notifications

How can you inform us?

If you want to inform us of something, do so in writing. We may indicate that you may or should do this in another manner, for example, through internet banking, by e-mail or telephone.

Article 31 - Incidents and emergencies

You cooperation in response to incidents and emergencies or the imminent likelihood of them.

It may happen that a serious event threatens to disrupt, disrupts or has disrupted the providing of our services. One example is a hacker attack on the banking internet system. Within reasonable limits, we can ask you to help us continue to provide an undisrupted service and to prevent damage as much as possible. You are required to comply with this. However, you must always check that the request is, in fact, coming from us. If in doubt, you should contact us.

Article 32 - Invalidity or annulability

What is the result if a provision proves to be invalid?

In the event that a provision in these GBC is invalid or has been annulled this provision is then invalid. The invalid provision will be replaced by a valid provision that is as similar as possible to the invalid provision. The other provisions in the GBC remain in effect.

Article 33 - Applicable law

Principle rule: Dutch law applies to the relationship between you and us.

Our relationship is governed by the laws of the Netherlands. Mandatory law or an agreement with you may result in a different outcome. Mandatory law is the law from which neither you nor we can depart.

Article 34 - Complaints and disputes

How do we resolve disputes between you and us?

1. We would very much like you to be satisfied with the providing of our services. If you are not satisfied, do inform us of this. We will then see if we can offer a suitable solution. Information about the complaints procedure to be followed can be found on our website and is also available at our offices.
2. Disputes between you and us shall only be brought before a Dutch Court. This applies when you appeal to a court as well as when we do so. Exceptions to the above are:
 - a. If mandatory law indicates a different competent court, this is binding for you and us.
 - b. If a foreign court is competent for you, we can submit the dispute to that court.
 - c. You can refer your dispute with us to the competent disputes committees and complaint committees.

Article 35 - Terminating the relationship

You are authorised to terminate the relationship. We can do so as well. Termination means that the relationship is ended and all current agreements are settled as quickly as possible.

1. You may terminate the relationship between you and us. We can do so as well. It is not a condition

that you are in default with regard to an obligation in order for this to occur. When we terminate the relationship, we adhere to our duty of care as specified in Article 2 paragraph 1 of the GBC.

Should you inquire as to why we are terminating the relationship, we will inform you in that respect.

2. Termination means that the relationship and all on-going agreements are terminated. Partial termination is also possible. In this case, for example, certain agreements may remain in effect.
3. If there are provisions for the termination of an agreement, such as a notice period, they shall be complied with. While the relationship and the terminated agreements are being settled, all applicable provisions continue to remain in force.

Article 36 - Transfer of contracts

Your contracts with us can be transferred if we transfer our business.

We can transfer (a part of) our business to another party. In that case, we can also transfer the legal relationship that we have with you under an agreement with you. Upon the GBC becoming applicable, you agree to cooperate in this matter in advance. The transfer of the agreement with you is also called a transfer of contract. Naturally, you will be informed of the transfer of contract.

Article 37 - Amendments and supplements to the General Banking Conditions

This article indicates how amendments of and supplements to the GBC occur.

The GBC can be amended or supplemented. Those amendments or supplements may be necessary because of, for example, technical or other developments. Before amendments or supplements come into effect, representatives of Dutch consumer and business organisations will be approached for consultation. During these consultations, these organisations can express their opinions on amendments or supplements and about the manner in which you are informed about them.

Amended or supplemented conditions will be filed with the Registry of the District Court in Amsterdam and will not come into effect until two months after the date of filing.

Client Relationship Conditions

1. Definitions

The following definitions are used in these conditions:

Term	Definition
General Conditions of ABN AMRO Bank N.V.	the entirety of the applicable conditions comprising the General Banking Conditions and the Client Relationship Conditions of the bank.
Banking Service	service, product, advice or facility (in the widest sense of the word) provided by the bank for the benefit of one or more of its clients.
Communication	notice, statement or other exchange of information.
Communication Channel	channel or method by which Communication can take place (e.g. telephone, the Internet, post or verbal contact).
Client's Electronic Domain	secure electronic environment made available by the bank to an individual client for the exchange of Communications between that client and the bank.
Form	standardised paper or electronic document made available by the bank for use in sending a Communication to the bank.
Client Identifier	means by which a natural or legal person can identify himself/ herself/itself as a client, or representative of a client, during an exchange of Communications (examples include passwords, codes, signatures, legal proof of identity, other data, characteristics and/or procedures, whether or not in combination).
Bank Statement	a Communication in which the bank informs the client of transactions, entries and/or other data concerning the client that are recorded by the bank.
Client Relationship Conditions	these conditions

Terms used in the singular in the Client Relationship Conditions include the plural and vice versa (unless the context requires otherwise).

2. Applicable conditions

The Client Relationship Conditions apply to all existing and future legal relationships between the bank and the client, in so far as not provided otherwise in agreements and/or in specific conditions. If the relationship between the bank and the client is terminated, the General Conditions of ABN AMRO Bank N.V. will continue to apply to the winding-up of the relationship. Banking Services are also governed by specific conditions applied by the bank for the relevant Banking Service. These specific conditions are made available to the client in connection with the relevant Banking Service. The bank may refuse to provide Banking Services to the client and may also attach further conditions to the provision thereof.

Unless agreed otherwise, the bank may terminate Banking Services or alter the specific conditions applicable to them. If an agreement concerning a Banking Service is terminated, the applicable specific conditions will continue to apply to the winding-up of the relationship. In so far as provisions may conflict, the provisions of the applicable specific conditions will take precedence, followed successively by those of the Client Relationship Conditions and those of the General Banking Conditions. The bank determines through which of its branches or other sales channels it provides Banking Services, and is entitled to set further rules or impose further limitations in this regard and to alter them from time to time.

3. Orders, obligations and performance

Unless agreed otherwise, the bank will perform its due and payable obligations resulting from an order received from the client within a reasonable period

after the client has requested execution of the order. The client may only validly retract a notification requesting the bank to execute an order with the cooperation of the bank. If the client requests that the bank not execute an order, the bank will endeavour to prevent execution in so far as can reasonably be expected of it. If the bank does not succeed, the execution which nonetheless takes place will be for the account and risk of the client. Instructions to debit or credit an account may in any event be carried out by the bank by debiting or crediting, as the case may be, the account with the number stated by the client, irrespective of whether this number corresponds to any other data that may have been supplied by the client (such as the name of the account holder). The bank is not obliged, in any case, to execute orders or perform other obligations if:

- I. the bank has reasonable grounds for doubting whether, as a result of such execution or performance, it will be released from a due and payable obligation to which it is subject (if, for example, it doubts the existence or size of a debt or the identity or capacity of the person requesting payment); and/or
- II. the client must use a particular Client Identifier for the purpose of such execution or performance and such Client Identifier does not function (or does not function properly) or the bank has reasonable grounds for assuming that unauthorised use of this Client Identifier is being or may be made.

4. Debt position, bank account and currency exchange

The bank may administer receivables owed by and debts owed to the client on a current account (bank account) in the client's name. Crediting of the current account means that the client acquires a claim against the bank for this amount or that a debt owed by the client to the bank is reduced by this amount. Debiting means that the bank acquires a claim against the client for this amount or that a debt owed by the bank to the client is reduced by this amount. The bank may rectify incorrect entries.

The client is not entitled to have a debit balance on his bank account, unless he has expressly agreed otherwise with the bank in advance. The client must

always ensure that there are sufficient funds in the account to prevent an unauthorised debit balance occurring as a result of a debiting transaction (e.g. due to the execution of an order). If such a debit balance nonetheless occurs, the client must clear this balance immediately and without notice of default. If the execution of an order will result, or has resulted, in an unauthorised debit balance, the bank is entitled to refuse to execute the order or reverse its execution. Claims of the client against the bank may not be assigned or pledged to a person other than the bank, except with the prior written consent of the bank.

If the bank has more than one claim against the client, it may itself determine the order in which amounts to be credited are applied to the settlement of these claims, unless the client makes a payment to the bank and specifies which claim he is paying.

Currency exchange will be based on the exchange rates set by the bank as these apply at the time of the currency exchange. The bank may convert amounts to be maintained in a bank account that are not denominated in the currency of that account into the currency of that account through currency exchange.

5. Bank account authorisation

If the client has issued an otherwise unspecified authorisation in respect of a bank account, the bank is entitled to assume that the authorised representative is in any event fully competent to carry out the following in respect of that account:

- I. make use of the amount available for payment in the account, irrespective of whether it derives from a credit balance or a credit facility;
- II. take cognizance of all Bank Statements that the bank provides in respect of the account, in so far as this is done through a Communication Channel accessible to the authorised representative;
- III. give orders for the purchase or sale of securities subject to the conditions and limits applicable to the client himself.

6. Communication channels

The client may make use of all Communication Channels made available to him by the bank. A

representative of the client may make use of the same Communication Channels as the client, except in so far as the client agrees otherwise with the bank. The bank may, at the request of the client or otherwise, block the use of specific Communication Channels by the client or the representative or impose restrictions on their use.

7. Client identification, client identifiers and statement of agreement

When communicating with the bank in his capacity as client (or representative of the client), the client (or his representative) must, at the bank's request, identify himself to the satisfaction of the bank and enable the bank to verify his identity. For this purpose the client must make use of the Client Identifiers to be designated by the bank, such as legal proof of identity and Client Identifiers supplied by the bank. A Client Identifier supplied by the bank can consist of, among other things, a specific manner of client identification facilitated by the bank or an identifier that the bank has enabled the client to generate (e.g. by choosing a password).

Unless agreed otherwise, a Client Identifier supplied by the bank, including (permanent or temporary) passwords or codes, is strictly personal and may be used only by the person agreed between the client and the bank to be the user (i.e. the client himself or his representative). The agreed user must never disclose passwords and codes and must comply with all rules set by the bank concerning the Client Identifier. Unauthorised use of a Client Identifier supplied by the bank is in any case deemed to include any use of the Client Identifier, including (permanent or temporary) passwords and/or codes, by a person other than the agreed user himself, irrespective of whether the use occurs with the client's consent. Making or using (or allowing the making or use of) a copy of a Client Identifier or of secret data forming part thereof is also not permitted and constitutes unauthorised use.

If a Client Identifier supplied by the bank to the client (or his representative) is used for the purpose of a Communication, that Communication will be attributed to the client. A Client Identifier (e.g. a bank card with PIN) may, if the bank facilitates this, also be used to

place an electronic signature or otherwise express consent. An electronic signature has the same legal consequences as a handwritten signature. The bank may refuse to accept forms of electronic signature that have not been agreed between the client and the bank.

8. Withdrawal and replacement of client identifier

The bank may withdraw and replace a Client Identifier it has supplied, even if its period of validity has not yet expired. The bank may also block or withdraw a Client Identifier it has supplied (or arrange for it to be blocked or withdrawn) if:

- I. improper use is made of the Client Identifier;
- II. the bank has reasonable grounds for assuming that unauthorised use of the Client Identifier is being or may be made;
- III. a debt owed by the bank to the client or assets held by bank for the client are seized or attached; an application for or adjudication in bankruptcy, a suspension of payments, a statutory debt restructuring or another insolvency arrangement concerning the client is made or granted; the client is made the subject of a guardian-ship order or the client dies or some other circumstance occurs as a result of which the client wholly or partially loses the right to manage or control his assets;
- IV. the relationship between the client and the bank is terminated;
- V. another reasonable ground exists.

As soon as the bank no longer has a ground for blocking or withdrawing the Client Identifier, the bank will release or replace it at the request of the client.

9. Use of forms

The client may not make or allow unauthorised use of personalised Forms that the bank supplies to him (or his representative). Unauthorised use of a Form supplied by the bank is deemed to include any use of the Form by a person other than the agreed user himself, irrespective of whether this use occurs with the consent of the client.

10. Client's electronic domain

If use of the Client's Electronic Domain is agreed between the client and the bank, they may each use

the Client's Electronic Domain for Communications with each other. The following rules will then apply to the use of the Client's Electronic Domain:

- I. The right to use the Client's Electronic Domain is strictly personal. The Client (or his representative), as agreed user of the Client's Electronic Domain, may only use it himself, subject to the rules prescribed by the bank for this purpose and without the intermediary of third parties not permitted by the bank. Any other use of the Client's Electronic Domain constitutes unauthorised use, irrespective of whether this other use occurs with the consent of the client.
- II. The client will arrange for the equipment and accessories needed for the use of the Client's Electronic Domain himself. In order to open (i.e. log in to) the Client's Electronic Domain, the client must identify himself using a Client Identifier designated by the bank. After using the Client's Electronic Domain, the client will close (i.e. log out of) the Client's Electronic Domain. Use between the opening and closing of the Client's Electronic Domain will count as use by the client and will be fully attributed to the client. As long as the Client's Electronic Domain is open, the client will not leave the equipment used for this purpose unattended in order to prevent unauthorised use by other persons.
- III. The client agrees that the bank may supply him with Bank Statements and/or other Communications by making them accessible in the Client's Electronic Domain. As soon as the bank has made a Bank Statement or other Communication accessible to the client in the Client's Electronic Domain, this Bank Statement or Communication will be deemed to have been received by the client. The client expressly agrees that the bank may also use the Client's Electronic Domain to notify the client of the text of existing or future versions of the General Banking Conditions, the Client Relationship Conditions or other conditions, whether general or specific.
- IV. The client may use the Client's Electronic Domain only for Communications to the bank if this has been agreed upon with the bank for the purpose of the Communication or if he uses a Form made available to him by the bank within the Client's Electronic Domain for the purpose of the relevant Communication.

- V. A Communication through the Client's Electronic Domain has the same legal consequences as a written Communication. In the case of Communications to the bank, the client may invoke this provision only if he observes the rules for Communication through the Client's Electronic Domain.

11. Saving communications, processing time and proof of communication

The client is responsible for saving and/or printing out Communications between him and the bank. If the client concludes an agreement electronically with the bank, the client will save and/or print out this agreement, together with the accompanying conditions, for future use and the bank need not therefore keep the agreement accessible in electronic form for the client.

The client accepts that the bank needs a reasonable period to respond to Communications from the client and to include up-to-date information in a Bank Statement or other Communication to the client.

A copy of a Communication stored by the bank will serve as conclusive evidence of that Communication vis-à-vis the client, subject to proof to the contrary.

12. Further communication rules

The bank is entitled to introduce further usage, security, procedural and other rules and/or restrictions relating to Communication and Communication Channels, Client Identifiers, Forms or data carriers (and their use) and to alter them from time to time. These rules/restrictions may entail that the client must use or not use, as the case may be, a particular Communication Channel for a particular Communication and/or must use a Client Identifier, a signature (including an electronic signature), Form, data carrier or other tool designated by the bank and/or specify certain data in this connection and comply with procedures or rules. The bank may also make a distinction in this connection according to the topic, client category or other factors it deems relevant. The client (and his representative) will comply with all rules and restrictions of the bank concerning Communication and Communication Channels, Client Identifiers, Forms or data carriers

(and their use). The client accepts that he will bear the consequences of noncompliance, including the risk that a Communication is not dealt with by the bank or is dealt with only after some delay.

13. Communication and security obligations of the client

In any event, the client (and his representative) has the following security obligations to the bank:

- I. The client will take whatever measures can reasonably be expected of him to prevent an order or other Communication being transmitted in his name to the bank improperly and/or against his will, due to any cause whatever, and to prevent loss or damage occurring as a consequence of such a Communication. The client will become familiar and strictly comply with all rules and further usage, security, procedural and other rules set by the bank with regard to Communication and Communication Channels, Client Identifiers, Forms or data carriers (and their use).
- II. The client will deal carefully and securely with Communications and Communication Channels (including the Client's Electronic Domain), and, in the case of Communication through the Client's Electronic Domain and other electronic Communication, only use suitable, secure equipment and software, together with the most up-to-date security measures, antivirus software and firewalls to prevent viruses, spyware, phishing and other abuse.
- III. The client will treat tools such as Client Identifiers and personalised Forms securely and with due care and prevent their unauthorised use, will not disclose (permanent or temporary) Client Identifier passwords and codes or allow them to be used by unauthorised persons and will not copy Client Identifiers or associated secret data (or allow them to be copied).
- IV. As soon as the client knows or should suspect that a Communication in his name is being or may be transmitted to the bank improperly and/or against his will, he will immediately report this to the bank. Such a report must in any event be made as soon as a client knows or should suspect that unauthorised use is or is possibly being made or may be made of a personalised Form or a Client Identifier, or that a

Client Identifier password or code is or may be known to, or may be used by, an unauthorised person, or that a copy has or has possibly been made of a Client Identifier or associated secret data, or that any other security incident has occurred. The client will comply with the further rules of the bank in this connection and any directions of the bank aimed at mitigating loss or damage. The client will also cooperate in clarifying the circumstances and, at the request of the bank, report the incident to the authorities.

14. Communication and security obligations of the bank

In any event, the Bank has the following security obligations to the client:

- I. The bank will take whatever measures can reasonably be expected of it to prevent it relying on an order or other Communication in the name of the client which is transmitted to it improperly and/or against the client's will.
- II. The bank will ensure in the case of Communication through the Client's Electronic Domain that the Client's Electronic Domain fulfils the security standards that can reasonably be expected of it, considering – among other things – its intended use.
- III. The bank will ensure that Client Identifiers it supplies fulfil the security standards that can reasonably be expected of them, considering – among other things – their intended use.
- IV. As soon as the bank receives a report as referred to in Article 13 (IV), the bank will take appropriate measures to prevent (further) unauthorised use in so far as this is reasonably possible.

In fulfilling these security obligations the bank is entitled to assume that the client will properly fulfil his security obligations as referred to in Article 13.

15. Risk allocation

The risk of loss or damage which occurs because the bank relies on an order or other Communication in the name of the client which is transmitted to the bank improperly or against the client's will, will be allocated, subject to mandatory law, in accordance with the following rules:

- I. If the bank has failed to perform a security or other obligation to the client, the loss or damage will be for the account and at the risk of the bank in so far as the resulting loss or damage can be attributed to the bank.
- II. If the client has failed to perform a security or other obligation to the bank, the loss or damage will be for the account and at the risk of the client in so far as the resulting loss or damage can be attributed to the client.
- III. Provided that the bank has performed its security and other obligations, the loss or damage will also be for the account and at the risk of the client if:
 - in the Communication use (or unauthorised use) has been made of a Client Identifier supplied by the bank to the client (or his representative), a personalised paper Form and/or the Client's
 - the bank reasonably could rely on the fact that the Communication is proper and has been transmitted in keeping with the client's wishes.

16. Indirect or consequential loss or damage

Indirect or consequential loss or damage suffered by the client will at all times be for his own account and at his own risk and may not be attributed to the bank. However, the bank may not invoke this clause in the event of intent or gross negligence on its part.

17. Registration and information

The bank participates in registration systems, such as systems for the registration of loans, payment arrears or fraud.

The client may not invoke against the bank any general information emanating from the bank that does not specifically relate to the client. The bank may discontinue the provision of such information at any time.

18. Rights, powers and obligations

Agreed rights, powers or obligations do not detract from (statutory or agreed) rights, powers or obligations which can exist alongside them. Rights or powers may not be interpreted as obligations.

If the bank does not exercise its rights or powers (temporarily or otherwise), they will remain fully in

force and capable of being exercised. If the bank allows the client (temporarily or otherwise) to refrain from performing his obligations or to infringe a right or power of the bank, the client cannot derive any right or power from this against the bank.

19. Tools

Any tools provided to the client (such as forms or client identifiers) remain the bank's property. The client shall return these at the bank's first request.

20. Joint client

If two or more clients together obtain a Banking Service from the bank (e.g. a bank account) and they agree with the bank that this article is applicable, the following will apply to that Banking Service:

- I. Definitions: In this article each of the clients is referred to as a 'Joint Client' and the agreement relating to the Banking Service as the 'Agreement'.
- II. Rights of a Joint Client: Whenever the bank is under an obligation to the Joint Clients to deliver a performance with regard to a Banking Service, each of them has an independent right to such performance in its entirety. However, the bank need perform this obligation only once, and by performing it in relation to one Joint Client is thereby released from its obligation to the others. As soon as the Agreement ends for one of the Joint Clients, that Joint Client loses his right to claim any credit balance of the account and only the Joint Clients who continue the Agreement retain their right to such balance. However, if the Agreement ends simultaneously for all Joint Clients, each retains his right to payment of any credit balance.
- III. Juristic acts and (other) Communications of Joint Clients: Each Joint Client may perform all juristic acts (e.g., giving an order to the bank or an authorisation to a third party) and exchange all (other) Communications with the bank in relation to the Banking Service, independently and irrespective of the cooperation or objection of the other Joint Client(s). The legal consequences of such juristic acts and Communications are binding not only on the Joint Client concerned but also on the other Joint Clients, even if a debit balance occurs as a result. However, the bank is always entitled to require the consent of the other Joint Clients, before

acting upon such juristic acts or Communications. A Communication exchanged between the bank and one of the Joint Clients will be deemed to have been exchanged between the bank and each of the Joint Clients. The Joint Clients will keep each other informed in so far as is necessary.

- IV. Joint and several liability: Whenever the bank is entitled to require the Joint Clients to perform an obligation in relation to a Banking Service (e.g., due to a debit balance), each of them is jointly and severally liable for performance of the entire obligation. However, the Joint Clients need perform this obligation only once, and performance by one of them therefore releases the other(s) from liability. If the Agreement ends for a Joint Client, his joint and several liability will continue only with respect to obligations that were already in existence when the Agreement ended for him or that result from a legal relationship already in existence at that time. The Joint Clients waive all defences to which a debtor who is jointly and severally liable is entitled.
- V. Settlement among Joint Clients: The Joint Clients will, in so far as is necessary, settle among themselves the consequences of the Agreement and its performance for their mutual relationship.
- VI. End/continuation of the Agreement: Each Joint Client may, notwithstanding the provisions of III above, terminate the Agreement only in so far as it relates to himself. In the event of such termination, the Agreement will continue to exist between the other Joint Client(s) and the bank, unless the bank refuses such continuation. The bank may also attach conditions or limitations to any such continuation.

21. Alteration of client relationship conditions

The bank may alter and/or add to the Client Relationship Conditions at any time and declare the new version applicable to the client. The bank confirms that any new version will not take effect in relation to the client for a period of at least two months. The client will be bound by the new version at the end of this period, unless the client has terminated the relationship with the bank no later than on that date.

Further Information about the Protection of Personal Data

The bank and other companies forming part of the group to which the bank belongs process the personal data of existing and potential clients carefully and in accordance with legislation and regulations as well as codes of conduct binding on the bank for the protection of personal data and privacy. The processing is carried out for the purposes of operational efficiency and effectiveness and focuses particularly on the following activities:

- I. assessing and accepting existing and potential clients, entering into and performing agreements with existing and potential clients and processing payments;
- II. analysing personal data for statistical and research purposes;
- III. carrying out general and targeted marketing activities in order to establish, maintain and/or expand relationships with existing and potential clients;
- IV. safeguarding the security and integrity of the financial services sector, including detecting, identifying, combating and preventing attempted or actual criminal and other undesirable acts against the bank, the group to which the bank belongs and its clients and employees, as well as using and participating in warning systems;
- V. complying with statutory requirements;
- VI. managing the relationship with the client.

ABN AMRO Bank N.V., established in Amsterdam and entered in the Trade Register of the Amsterdam Chamber of Commerce under number 34334259.

Consumer Payment Services Conditions



January 2025

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Definitions Consumer Payment Services Conditions

Term	Meaning
Bank	ABN AMRO BANK N.V. or – where this is apparent from the text – another payment service provider that is involved in the performance of a payment transaction. Where the bank uses ‘we’ in these Payment Services Conditions, this likewise refers to the bank.
Debit card	a card issued by the bank with the Mastercard or Maestro logo and a PIN code. A credit card is not a debit card as meant here. A debit card can also be a digital debit card as described in these Payment Services Conditions. A debit card bearing the Mastercard logo also specifies the card number.
Beneficiary	the person for whom a payment is intended.
Payment account	an account you have with the bank that is intended for the execution of payment transactions.
Payment transaction	a payment transaction may involve the depositing of cash, withdrawal of cash, transfer, collection or payment via a point-of-sale terminal.
Payment initiation service provider	a payment service provider offering you a service for initiating a payment instruction from your payment account.
Communication channel	the meaning is described in the Client Relationship Conditions. Examples of communication channels are post, telephone and Internet.
Currence	Currence Holding B.V. is the product owner and brand owner of various Dutch and other payment products, including iDEAL. Currence sets rules for the use of iDEAL and monitors compliance with those rules.
Geldmaat	the name of the partnership between ABN AMRO, Rabobank and ING for the purpose of providing a joint network of cash withdrawal machines.
Geldmaat ATM	a cash withdrawal and/or deposit machine from Geldmaat.
Payment Services Information Sheet	the written or electronic Consumer Payment Services Information Sheet.
Internet Banking	a secure electronic environment created for you with which you and the bank can send each other information or other messages. For example, you can use Internet Banking to give the bank a payment instruction or receive an account statement from the bank.
Card details	the details stated on your debit card with the Mastercard logo that allow you to make payments. These details are the card number on the front of the card and the CVC code and expiry date on the back.
Means of customer identification	the meaning is described in the Client Relationship Conditions. An example of a means of customer identification is the debit card plus PIN.
Mastercard	Mastercard Inc. is a company that authorises banks and other parties around the world to issue debit cards and card machines, sets rules governing them and facilitates payments made using them.

Term	Meaning
Mastercard ID Check	an extra check that the bank can apply to online payments made with your debit card bearing the Mastercard or Maestro logo. This allows the bank to check that it really is you making the payments.
Mobile Confirmation	an instruction on Internet Banking authorised by logging in to the ABN AMRO app.
Instruction date	the date on which the bank receives an instruction to execute a payment transaction or the date that applies as the instruction date in accordance with Article 4.2.
Statement	the meaning is described in the Client Relationship Conditions. An example of a statement is the account statement.
PIN	a personal identification number that you can use in combination with the debit card.
Account information	account number, account name and all transactions listed on your account statements.
Account information service provider	a payment service provider offering you an online service to provide information regarding your payment account.
Reservation	a reservation is an amount temporarily held in your account by the bank. The bank may do this if you enter a payment obligation with a seller using your physical or digital debit card to make a purchase, and the purchase amount cannot yet be definitively determined and/or the delivery date at the time of purchase is in the future and/or unknown. The bank may also do this when you rent a car or book a hotel.
SEPA area	the Single Euro Payments Area. This area consists of the countries of the European Union, the United Kingdom, Norway, Iceland, Liechtenstein, Monaco, San Marino, Switzerland and the Vatican City, among others. For more information, please visit abnamro.nl or ask the bank.
Payment Services Conditions	the written or electronic Consumer Payment Services Conditions.
Banking day	any day on which the payer's bank or the beneficiary's bank is open for the activities necessary for the performance of a payment transaction. More information can be found in the Payment Services Information Sheet.

Consumer Payment Services Conditions

This is a translation of the original Dutch text and is furnished for the customer's convenience only. No rights may be derived from this translation. The original Dutch text is binding and will prevail in all cases where the two versions diverge.

1. Subject and applicable conditions

1.1 To what do these conditions apply?

The Payment Services Conditions apply to the following banking services:

- your payment account;
- your means of customer identification;
- your payment transactions.

These are referred to in these conditions as payment services.

1.2 Do other conditions also apply?

In addition to these conditions, the following also apply:

- the General Conditions of ABN AMRO Bank N.V. These are the General Banking Conditions and the Customer Relationship Conditions;
- the Consumer Payment Services Information Sheet (Payment Services Information Sheet). This contains rates, additional rules and information on the topics covered in these Payment Services Conditions.

1.3 Does the Deposit Guarantee Scheme apply?

Any balance on the bank's payment accounts is protected by the Dutch Deposit Guarantee Scheme. This protection applies up to a maximum of EUR 100,000. For the purposes of this scheme, the balance of all your payment accounts with us is added up. This maximum amount applies separately to each account holder. Any balance on a joint account counts for an equal part in the calculation of the protected balance for each joint account holder.

For more information, exceptions and examples, please visit www.abnamro.nl/garantieregeling. See also the Deposit Guarantee Scheme Information Sheet.

2. Payment account

2.1 What can you and the bank use the payment account for?

Payment transactions

You can use your payment account for payment transactions. The bank will credit or debit your payment transactions to or from your payment account. The bank may also do this for other amounts that you are owed by or owe to the bank.

Reservations

If you enter into a payment obligation with a (digital) debit card for which the amount to be paid cannot yet be definitively determined, and/or the delivery date at the time of purchase is in the future and/or unknown, the bank may set a reservation in your account. You may only enter a payment obligation if you have sufficient balance in your account (including a credit limit, if applicable). You authorise the bank in advance to set a reservation in your account in the event of a payment obligation as referred to above. Setting a reservation will ensure that there is sufficient balance in your account at the time of purchase to meet your payment obligation. A reservation reduces the available balance in your account. A reservation results in a claim by the bank against you to the amount of the reservation. This claim only becomes final at the time when you need to fulfil your payment obligation. At that time, the bank will permanently debit this amount from your account. If the purchase amount is less than the reservation amount, the remaining amount of the reservation will be cancelled. The reservation will also expire if the amount is not settled and:

- (a) the payment obligation you have entered into with the seller expires without the seller extending the payment obligation; or
- (b) the seller allows the payment obligation to expire. Your transaction summary in Internet Banking and the ABN AMRO app shows your outstanding reservations and the amounts.

2.2 For whom is this account intended?

You may only use the payment account as a private individual (consumer). This means that you may use the account for yourself as a private person and not for your profession or business. The bank has other accounts for these purposes, with different conditions. If you do not use the payment account as a consumer, you cannot invoke these Payment Services Conditions.

2.3 What rules apply to access to online channels?

This account gives you automatic access to Internet Banking. You can also use the ABN AMRO app for your banking needs if you install it on your smartphone or tablet. If you appoint a proxy holder for the account, you as the account holder indicate whether the proxy holder can use Internet Banking or the ABN AMRO app.

2.4 Can a payment account be a joint account?

Yes. If you have a payment account with us with one or more other persons, Article 20 of the Client Relationship Conditions will apply. Briefly summarised, this article states the following:

- a. If you maintain a positive balance in the account or have an authorised overdraft, each of you may use the total sum for making payments or withdrawing money. Any amount used by one account holder cannot also be used by the other.
- b. If the account is overdrawn, each of you will owe the total sum of this overdraft to us. Any amount paid to the bank by one account holder does not also have to be paid by the other.
- c. Each account holder can issue instructions with regard to the payment account. These instructions are also binding on the other account holder(s). If information is shared or received by one account holder, we may assume that the other account holder is also aware of this information. An example would be a change of address or important information sent by us.

2.5 Do you have to pay for a payment account?

Yes, you pay an amount each month for your payment account. How much you have to pay can be found in the Payment Services Information Sheet. We may

adjust the price for, for example, one of the following reasons:

- technological developments. For example, the cost of improving security;
- changes in the law. For example, in legislation and regulation;
- changes in the interpretation or application of the law or in the viewpoint of a supervisory or other competent authority;
- a change in the supply of our products and services or of our processes. For example, the modernisation of computer systems.
- changes in the costs that other parties charge us for certain services provided by the bank. For example, the costs of payment transactions;
- any other change in circumstances or opinions causing us to have a reasonable interest in a change. For example, a change in our competitive position or our revenue model.

If you do not agree with the price adjustment, you can cancel your payment account. To give you the chance to do so, we will send you a message through one of our communication channels at least two months before the date on which the price adjustment takes effect.

In the Payment Services Information Sheet, you will find information about accounts that do not require payment, an example of this is the Young Person's Growth Account.

2.6 What is an overdraft, and does your payment account offer an overdraft facility?

Your account is overdrawn if it contains less than zero euros. Your payment account will then have a negative balance. That means you owe the bank money.

You may only use the overdraft facility if you have agreed this with the bank beforehand. This applies to reservations as well. If your account is overdrawn when this has not been agreed, this concerns an unauthorised overdraft. This is not permitted. When this happens, you must ensure that the amount on the payment account is replenished as quickly as possible so that the balance becomes at least zero or positive.

2.7 What happens if you end up using the overdraft facility without authorisation due to a payment?

If the bank carries out a payment transaction for you, this may result in your payment account being overdrawn. Your account may also become overdrawn because we debit interest or costs from your payment account.

If this results in an unauthorised overdraft, you will automatically be in default. This means that you must ensure that the balance becomes zero or positive again as soon as possible. We do not need to ask you to do this. If a payment leads to an unauthorised overdraft, we may refuse to make a transfer or other payment transaction. In that case, we may also reverse an instruction that has already been performed.

2.8 Do you have to pay interest on an (unauthorised) overdraft?

We may begin charging interest as soon as you have used the overdraft facility, because borrowing money costs money. The current interest rate can be found at abnamro.nl/rente. Reservations do not affect the interest calculation. Interest from an unauthorised overdraft may be variable. This means that we can always adjust the interest rate. The interest rate may change, as our costs can change due to all kinds of circumstances. If the interest rate goes up, it becomes more expensive to have used an overdraft facility. The interest rate for unauthorised overdrafts is never higher than the maximum cost of credit from the Cost of Credits (Loans) Decree.

2.9 What is a proxy holder permitted to do?

If you have issued a proxy to a third party, Article 5 of the Customer Relationship Conditions applies. This article sets out what the proxy holder, at a minimum, is permitted to do on your behalf if the proxy contains no restrictions. In addition, the proxy holder is permitted to approve direct debit mandates and give instructions to provide your account information to an account information service provider.

2.10 How many payment accounts and (digital) debit cards can you have with us?

You may have several payments accounts with us, alone or together with a joint account holder. The bank can set a limit on the total number of payment accounts held under your name and under your and your co-account holders' names jointly. You can read more about this in the Payment Services Information Sheet and at abnamro.nl/tarievendb

The bank may also impose a limit on the number of (digital) debit cards that you may have. You can read about this in the Payment Services Information Sheet and at abnamro.nl/fees

The bank may also refuse one or more (digital) debit cards and/or withdraw the (digital) debit cards, or refuse a request for such a card, if:

- a. the limit has been reached for the maximum number of (digital) debit cards;
- b. you have violated or appear to have violated the law and/or these Conditions;
- c. the bank believes that there is sufficient reason for this, for example to prevent or limit fraud.

If this happens, we will let you know.

2.11 Do you receive interest or pay interest on the balance on your payment account?

- a. The bank calculates interest on the balance in your account. The interest can be positive, negative or zero. We indicate interest as a percentage. Reservations do not affect the balance over which interest is charged.
- b. The bank can determine what interest rate is applicable above a certain balance. This results in balance classes. The interest rates and balance classes are not fixed. The bank may change these at any time. The bank will inform you of the level of the interest rate and changes in the interest rate in one of the following ways:
 - an announcement on abnamro.nl/rente;
 - a written or electronic message sent to you;
 - if you request it from the bank.
- c. A balance class may also apply to the balance of part of the payment and/or savings accounts or of

- all payment and/or savings accounts in your name and in the name of you and your co-account holder(s) together. We call this the total balance. If a balance is held with co-account holder(s), each co-account holder is assigned an equal portion of that balance for the calculation of their total balance.
- d. In case of specific circumstances, such as developments on the money and capital markets, the bank may charge negative interest on one or more balance classes. If the interest rate is negative, you pay interest on a positive balance in your payment and/or savings account.
 - e. The balance in your account may decrease when negative interest is debited. The bank can debit negative interest on a monthly or quarterly basis. You are personally responsible for ensuring a sufficient balance on your payment account. If this results in an unauthorised overdraft, you must resolve this as soon as possible by ensuring that the balance becomes zero or positive again.
 - f. If the interest rate is negative, the bank can debit the total interest due from one of your payment or savings accounts. More information can be found at abnamro.nl/rente

2.12 How will we inform you of interest rates, changes in interest rates and balance classes?

The current interest rates and balance classes can be found at abnamro.nl/rente or can be requested from the bank. The bank will inform you of any changes to the interest rate or balance classes in one of the following ways:

- an announcement on abnamro.nl/rente;
- a written or electronic message sent to you;
- if you request it from the bank.

The bank will announce the introduction of a negative interest rate at least two months in advance. The bank will also inform you two months in advance if the balance classes are adjusted.

2.13 Which exchange rates apply to the payment account?

The payment account is only suitable for euros. This means that, if money is transferred to this account in a different currency, this amount will be changed to euros.

If we receive an instruction in a currency other than euros and the bank service is not suitable for this, we may convert the instruction into an instruction in euros.

The exchange rate we use is determined daily. Changes in exchange rates take effect immediately after we have announced them. The Payment Services Information Sheet tells you how to request the exchange rates that apply to your payment account from the bank. The bank may change the exchange rates at any time and without notifying you in advance.

3. What are means of customer identification?

This article describes means of customer identification with which you or your authorised representatives can identify themselves and issue a statement of agreement, for example, to agree to a payment instruction.

3.1 Signature

For written communications with the bank, your signature registered with the bank will be considered your means of customer identification. For online communications, the means of customer identification referred to in this Article 3 may be used.

3.2 Debit card and PIN

A debit card is a card issued by the bank with a 4-digit PIN. A debit card is also referred to as a bank card, payment card or cash card. The PIN is a 4-digit security code that belongs to your debit card.

Debit cards can be used at Geldmaat ATMs, cash withdrawal machines and point-of-sale (POS) terminals. You can also create security codes using the e.identifier provided by the bank or other means communicated by the bank for Internet Banking and banking using the ABN AMRO app. Sometimes, you only need to use the (digital) debit card and not the PIN (contactless payment). These Payment Services Conditions specify when this is the case.

3.3 Digital debit card with security code or other means

You can link a digital debit card to your payment account and then use it as specified in these Payment Services Conditions. The digital debit card can sometimes be used without a code or other means, such as fingerprint or facial recognition. The bank supports the following digital debit cards:

1. wearable,
2. paying with Apple Pay*,
3. paying with Google Pay**,
4. paying with a linked debit card,
5. paying with Click to Pay.

3.3.1 Paying with a wearable

A wearable is a device that is worn on the body (such as a smartwatch) that contains a near-field communication (NFC) chip. A wearable can be used to make contactless payments – similar to your debit card. You arrange with the manufacturer of your wearable how you can approve payments with your digital debit card.

3.3.2 Paying with Apple Pay*

Apple Pay is a payment method that allows you to link a digital debit card from the bank to Apple devices (such as an iPhone, iPad, Mac or Apple Watch). How payments are authorised is determined together with Apple. For example, this can be done using the access code for your iPhone, iPad, Mac or Apple Watch, your fingerprint (Touch ID) or facial recognition (Face ID).

3.3.3 Paying with Google Pay**

Google Pay is a payment method that allows you to link a digital debit card to Android or other device equipped with Near-Field Communication (NFC), such as a smartphone, tablet or smartwatch on which Google Pay can be installed. You enter into agreements with Google on how to approve payments. Payment authorisation methods may include, for example, using the access code of your smartphone, tablet or smartwatch, your fingerprint or your face (for facial recognition).

3.3.4 Paying with a linked debit card

You can link your digital debit card to specific sellers. You will link your debit card once only and in a secure manner, authorising the bank to make payments to that seller. For some payments, the bank may ask you to confirm the payment to verify your identity and the correctness of the payment (Mastercard ID Check). You can confirm the payment through the ABN AMRO app. You can find a summary of sellers linked to your debit card in your ABN AMRO app. You can also delete the link to your debit card link.

3.3.5 Paying with Click to Pay

Click to Pay is a Mastercard service. You link your debit card to Mastercard once only when you make a payment to a seller that offers Click to Pay. This involves storing your card details and – if you wish – your address details with Mastercard. You can do this through Mastercard or the ABN AMRO app. For subsequent payments to the same or another seller, Mastercard will always provide your card details and (if you want) your address details to the seller so that you do not need to enter them again. You can then make payments to the seller. In doing so, you authorise the bank to make payments to that seller. For some payments, the bank may ask you to confirm the payment in order to verify your identity and the correctness of the payment (Mastercard ID Check). You can confirm the payment through the ABN AMRO app. You can delete your card details through Click to Pay or in the ABN AMRO App.

3.4 Use of the five-digit identification code

You can register your mobile phone or other device when you install the ABN AMRO app on it. Registering your device is a mandatory part of the security of our app. This will allow us to recognise you not only by your identification code, but also by the device with which you bank. You can only use the app if all of this information is correct.

The identification code is a 5-digit security code that you use to log in and, for example, transfer money to the ABN AMRO app. When you use the ABN AMRO app for the first time, you choose your own identification

* Apple Pay is a registered trademark of Apple Inc.

** Google Pay is a registered trademark of Google LLC.

code. Keep your code secret! You use it for the ABN AMRO app. It can sometimes also be used as a means of customer identifier when using other channels, such as Internet Banking.

3.5 Use of fingerprint and facial recognition (Face ID)

You can use your fingerprint along with software on your device for customer identification. For Android, this is called 'fingerprint', and for iOS, it is called 'Touch ID'. Only register your own fingerprint or face on your device.

With Face ID, you use your face and facial recognition software on your device as a means of customer identification. This is only possible with iOS.

You use these means of identification for banking with the ABN AMRO app. This is only possible if your device on which you have installed the app can do this and you have set this up in the ABN AMRO app. In some cases, you can also use it as a means of customer identification when using other channels, such as Internet Banking.

3.6 Manual entry of card details

You can pay online on websites and mobile applications by manually entering the card details (card number, expiry date of your debit card and CVC code) of your debit card with a Mastercard logo. By entering your card details and authorising the payment instruction, you automatically agree to the payment. As with your debit card PIN, it is important not to share your CVC code with others. For some payments, the bank may ask you to confirm the payment in order to verify your identity and the correctness of the payment (Mastercard ID Check). You can confirm the payment through the ABN AMRO app.

3.7 Where can you find information about means of customer identification and security?

The rules set out in the Customer Relationship Conditions and the security rules set out in Section 1 of the Payment Services Information Sheet apply to the means of customer identification. These rules also apply to the wearable, paying with Apple Pay and

paying with Google Pay. This means that only you may use your wearable, smartphone (like an iPhone) or other device (such as a tablet). You must also prevent misuse by being careful with your access code on your smartphone or other devices. Do not share codes with others and only record your own fingerprint or face on your device.

4. Payment transaction instruction

4.1 Within what period will your instruction be executed?

The bank will execute your payment instruction as soon as possible.

Transfers in euros performed within the SEPA area are subject to a maximum execution period. For these payment transactions in euros, the beneficiary's bank receives a transfer from your payment account no later than on the next banking day after the instruction date. In the case of payment transactions in currencies other than the euro, but within the SEPA area, the deadline is up to four banking days. If you issue a written instruction, the period is extended by one banking day. If the bank has to convert the amount into another currency, another two banking days will be added to the time limits. The amount of a transfer can in some cases be credited to the beneficiary's account in just a few seconds, even if it concerns a transfer to an account at another bank. If this is possible, this will be indicated in Internet Banking or in the ABN AMRO app and we will do this. This is only possible if it concerns a transfer in euros within the SEPA area, if the beneficiary's bank offers this possibility and if the amount does not exceed the limit for this bank. If this possibility exists for direct execution, the transfer can be executed on all days of the week.

If you do not want the transfer to be credited to the beneficiary's account within a few seconds, you must contact the bank. Payment transactions to countries outside the SEPA area are carried out by the bank within a reasonable period after the instruction date.

4.2 What date applies as the instruction date?

The date on which we received an instruction for a transfer from you will be considered the instruction date. There are exceptions to this, in which case the following rules apply:

- If the day on which we receive the instruction is not a banking day, the instruction date will shift to the next banking day. Transfers that can be credited to the account of the beneficiary within a few seconds are processed on all days of the year.
- Because we need time to carry out your instruction, we may set times after which we can no longer execute your instruction on the same day. These times may vary depending on, among other things, the type of transfer and the way in which you issue the instruction. If we receive your instruction after these times, the instruction date will be the next banking day.
- If you issue a written instruction, you must send it to the address stated in the Payment Services Information Sheet. The written instructions are digitised once a day and then executed. The day on which the bank receives your written instructions in digital form will count as the instruction date.
- If you issue the instruction to execute a transfer at a later date, that later date counts as the instruction date. This may be different in the case of a standing order. If the next banking day falls in a different month, the instruction date for a standing order shifts to the last banking day of the month in question.
- If you do not have enough money in your account for a transfer instruction, we can try again later. We are not obliged to do so. In this case, the instruction date is the date on which we execute the instruction.

4.3 Is an instruction always executed?

The bank may always refuse or postpone the execution of an instruction or impose other restrictions on the payment account if, according to the bank, there is reason to do so. For example, in the event of fraud or abuse or a suspicion thereof. If the bank does so, it will inform you of this.

Written instructions can only be issued using a transfer form prescribed by the bank. A fee may apply for this.

You should send written instructions to the address listed in the Payment Services Information Sheet.

4.4 What happens if the beneficiary has not received the payment?

Situations may occur in which beneficiary has not received the payment although the money has been debited from your payment account. You must inform us of this within 13 months of the transfer. We must then prove that the beneficiary's bank has received the payment. If we cannot prove this, we will reverse the debit. We will then adjust the administration of the bank account as if the transfer had not taken place.

4.5 Are payment transactions subject to limits?

The bank may set limits for your payment transactions, for example on the amount of the payment, the number of payment transactions or the countries to which you can send a payment. These limits may differ depending on the type of payment transaction or communication channel or other circumstances. You can also set limits yourself. The limits are both in your own interest and in the interest of the bank, because they also limit any loss that may arise.

The limits set by the bank can be found in the Payment Services Information Sheet.

4.6 What rules apply to payment transactions in currencies other than the euro?

In the case of payment transactions to or from your payment account in a currency other than the euro (foreign currency), the bank may exchange the amounts. In the case of outgoing payments, the bank will exchange the amount on the instruction date. In the case of incoming payments, it will do so on the date on which the bank adds the amount to the account. The bank will use the bank's established exchange rate applicable at the time the bank exchanges the amount. The bank will provide information on the exchange rate and the currency conversion charges in your account statement. This also applies if the bank performs a currency conversion for you when you make a payment or cash withdrawal using a debit card in an EU country with a currency other than the euro.

4.7 What rules apply to instructions issued through a payment initiation service provider?

You must conclude your own agreements with the payment initiation service provider regarding the services provided. The bank is not a party to such agreements. The Payment Services Conditions apply to the execution of instructions by the bank.

5. Account statements

5.1 What is an account statement?

An account statement is an overview of all amounts deposited into and debited from your bank account during a certain period according to the bank's records. We will send you an account statement via Internet Banking or the ABN AMRO app. If you have agreed this with us, you will also receive account statements on paper. You may have to pay for this.

5.2 How often will you receive an account statement?

If you use Internet Banking or the ABN AMRO app, you can see the current balance and all transfers, and a monthly account statement is created. You can also choose a monthly, fortnightly, weekly or daily paper account statement. The Payment Services Information Sheet tells you what you pay for paper account statements.

You will also receive a Financial Annual Summary via Internet Banking or the ABN AMRO app no later than February. This shows how much money was in your bank account on 1 January and 31 December of the previous year. Among other things, you can use this overview for your tax return.

If we have agreed this together, you will also receive the Annual Financial Summary on paper. You may have to pay for this. You can read about this in the Payment Services Information Sheet.

5.3 Do you want us to share your account information with an account information service provider?

If you instruct the bank to share your account information with an account information service

provider, the bank will provide the account information requested by the service provider. This information may consist of all data that are also included in your account statements, up to a maximum of 18 months prior to the moment of issuing the instruction. The bank is not responsible for any use made by the account information service provider of the data provided. The bank is not a party to your agreements with the account information service provider and does not check what the account information service provider does with your data, nor does it check whether the account information service provider complies with the privacy rules. We cannot take back the data we have provided.

You must make arrangements with the account information service provider about their services yourself. The bank is not a party to such agreements.

6. Security and risk distribution

6.1 How does the bank ensure that you can securely use the banking channels and banking resources?

The bank does what is reasonably possible to ensure that the resources and channels made available by the bank are secure, so that you can securely do your banking. However, the bank cannot do this alone. You can help the bank to keep these channels and resources safe by using them according to their intended use. You must also comply with the Security Rules.

6.2 What Security Rules must you follow?

You must follow these Security Rules:

1. Keep your security codes secret.
2. Make sure that no one else ever uses your (digital) debit card.
3. Ensure proper security of the devices you use for your banking.
4. Check your bank account.
5. Report incidents directly to the bank and follow the bank's instructions; use the ABN AMRO app or call the bank to do so.

More information about what to do and what not to do and examples of these Security Rules can be found in the General Conditions of ABN AMRO Bank N.V. and in Chapter 1 of the Payment Services Information Sheet. You will also find information on our website. Please read this information carefully!

6.3 How can you limit loss as a result of unauthorised use?

If an unauthorised person uses or could use your means of customer identification, you must report this to the bank immediately. This applies to your (digital) debit card and PIN as well as other means with which you can identify yourself. Examples of this are passwords, codes or ID cards. If a bank form bearing your name has been lost or stolen, you must also report this to the bank.

6.4 Who bears the risk of unauthorised use?

If the bank executes a payment transaction and debits your payment account without a valid instruction, we call this an unauthorised payment. The following provisions apply: The debited amount will in that case be for the bank's account. The cases described below are exceptions to this.

- If you have been deliberately or grossly negligent in strictly observing the bank's Security Rules, the payment transactions are entirely at your risk and expense. The Security Rules can be found in the Payment Services Information Sheet and in the Customer Relationship Conditions.
- If you report to us that someone is using your means of customer identification without your permission, and money is subsequently debited, we will pay for this.
- You are required to participate in investigations into fraud or abuse. For example, you will help us find out exactly what happened. If we ask you to do so, please report the situation to the police.
- If you act fraudulently, the payment transactions are entirely at your own risk and expense. In this regard, the bank deviates from the risk distribution as stated in the Customer Relationship Conditions.

7. Indirect loss and consequential loss

If you are a consumer and suffer loss, we will reimburse you for the loss and other costs that we are required to pay by law.

Additional Information

For example, the law may entitle you, as a consumer, to compensation for:

- interest and/or other costs that you have wrongly paid us in the case of loans;
- money that was debited from your payment account due to fraud that the bank should have prevented;

If you have suffered indirect loss or consequential loss, the bank is not liable for this. This concerns loss other than amounts that have been wrongly debited from your account. For example, this includes damage you may have suffered because you were temporarily unable to pay. An exception to this rule applies in the event of intent or gross negligence on the part of the bank.

8. Cash withdrawals and deposits

8.1 What is a cash withdrawal and how do you withdraw money?

A cash withdrawal is a payment transaction in which the bank pays money from your payment account to you in cash, in the form of banknotes or coins. When you make a cash withdrawal, you need to use your debit card and PIN or another means of customer identification prescribed by the bank. In the Netherlands and abroad, you can make cash withdrawals from cash machines (ATMs) using a debit card with the Maestro or Mastercard logo.

8.2 What is a cash deposit and how do you deposit money?

A cash deposit is a payment transaction in which the bank receives cash in banknotes or coins and credits this to a payment account. You can deposit money at Geldmaat ATMs (in the Netherlands) that accept deposits. To this end, you use your debit card bearing the Maestro or Mastercard logo and your PIN. Note that it is not possible to deposit cash at all Geldmaat ATMs. To find out which locations have Geldmaat ATMs where this is possible, go to locatiewijzer.geldmaat.nl

8.3 Do limits and costs apply to cash withdrawals and deposits?

Cash withdrawals and deposits may be subject to limits, and costs may be charged as well. You can find more information in the Payment Services Information Sheet.

9. Transfers

9.1 What is a transfer and which types of transfers are there?

For outgoing transfers, the bank debits the amount from your payment account and ensures that the beneficiary's bank receives this amount. For incoming transfers, the bank receives an amount for you and credits it to your payment account.

iDEAL payments are transfers for which you give instruction through a previously completed (electronic) instruction form. You can do this in the ABN AMRO app or in Internet Banking.

A standing order is a transfer that the bank repeats at fixed times. You only need to issue one instruction for a standing order. You can also ask the bank to make an urgent transfer. This option is only available if it is compatible with the transfer type. In this case, the bank will execute the transfer as soon as possible.

9.2 What rules apply to a credit transfer?

The bank executes your instruction based on the account number of the beneficiary that you state in the instruction. The bank is not obliged to check whether the name of the beneficiary and other data in your instruction are correct. For transfers in euros in the Netherlands and the SEPA area, you must state the IBAN (International Bank Account Number) of the beneficiary in the instruction.

9.3 What is IBAN-Name Check and when will it trigger a notification?

The bank may carry out an IBAN-Name Check in respect of an outgoing transfer instruction through an online channel. With this, you will be notified if other details are known about the name and account number (IBAN) provided. IBAN-Name Check is merely a tool. You decide what to do after a name-account number

suggestion is made. If you get a notification that other details are known, you can still give the transfer instruction to the bank. The bank will execute the transfer instruction only on the basis of the specified account number (IBAN).

The IBAN-Name Check is not always performed:

- for transfers to foreign accounts outside the SEPA area;
- for transfers to foreign accounts within the SEPA area if the beneficiary's bank does not offer this possibility;
- for transfers in a currency other than the euro.

This is shown when giving a transfer instruction in an online channel.

10. Direct debit

10.1 How does direct debit work?

A direct debit is a payment transaction from your payment account for which the instruction is issued not by you but by the beneficiary (the creditor). You must first give the beneficiary permission for this by means of a direct debit mandate. This mandate also applies as your permission to the bank to execute the payment instruction. You can cancel a mandate by notifying the creditor to this effect. Direct debit is only possible for payments in euro between accounts at banks participating in the SEPA area. You can find out more at abnamro.nl

10.2 Can you have a direct debit payment refunded?

You can ask the bank to refund a direct debit payment without having to give a reason. However, you must do this within eight weeks after the amount has been debited from your payment account.

After this eight-week period, we can only reverse a direct debit payment if there was no valid direct debit mandate. In this case, you can request this until 13 months after the amount was debited. We will then check whether the creditor had a valid direct debit mandate. If the creditor did not have a valid direct debit mandate, we will refund the amount.

10.3 Can you block or stop direct debit payments?

Yes. You have the following options to have your payment account blocked for direct debits:

- blocking all direct debits;
- blocking all direct debits of a particular creditor;
- blocking all direct debits based on a specific mandate;
- one-off blocking (refusal) of a specific direct debit;
- blocking a particular direct debit if the amount exceeds the maximum amount that you have specified;
- blocking a particular direct debit if it is executed more often than the maximum number per calendar year that you have specified;
- blocking all direct debits, except for direct debits of particular creditors that you have registered with the bank;
- blocking all direct debits, except for direct debits based on specific mandates that you have registered with the bank.

Blocking direct debits is only possible if a direct debit has already been executed once before by a specific creditor. You can always enable the option 'block all direct debits'. An instruction to block direct debits takes effect immediately after the instruction is received by the bank. If you have issued a blocking instruction, the bank will not execute the direct debit. You will receive no further notification of this. For direct debits that were executed before the blocking instruction took effect, the bank will not reverse the debit. You can also ask the bank to cancel a direct debit blocking instruction. Such a cancellation will take effect no later than the following banking day.

11. Payment at a point-of-sale terminal

11.1 How do you pay using a card machine?

You can use a (digital) debit card bearing the Maestro or Mastercard logo and PIN or another means of customer identification to make payments from your payment account through a card machine. This payment option is available in the Netherlands and abroad at any business that accepts Mastercard or Maestro.

11.2 When can you pay without your PIN?

You can pay without using your PIN in the following cases:

- If both your debit card and the point-of-sale (POS) terminal bear the contactless payment logo, you can make a payment without needing to enter your PIN. This is possible up to a maximum of €50 per transaction. There may be times when you still have to enter the PIN, even when the amount is small.
- For the payment of parking fees or tolls, where the payment machine does not indicate that you must use your PIN. This is possible up to a maximum of EUR 100 per time for parking and tolls.
- You can use your (digital) debit card to check in and out on public transport. Your (digital) debit card must then bear the contactless payment logo. You do not need to enter a PIN, and there is no limit. You can use your (digital) debit card to check in and out at suitable poles or gates that can be recognised by the contactless payment logo. By checking in and out with your (digital) debit card, you give permission for the payment and/or to reserve an amount on your payment account. At the end of the day, the amounts for all the trips you have made will be added together and debited from your account in one go. You can see the total amount in your account statement.

11.3 How do you use a digital debit card to pay at a point-of-sale terminal?

If you are over 16, you can use your digital debit card and the device it is placed on to pay at card machines bearing the Maestro or Mastercard logo and the contactless payment logo. The following options are available:

- **Paying with a wearable**
If you have a wearable, you have arranged with the manufacturer of your wearable how you approve payments.
- **Paying with Apple Pay and Google Pay**
You can use Apple Pay and Google Pay to:
 1. make contactless payments at card machines displaying the contactless payment logo or Google Pay logo;
 2. make online payments on websites and mobile applications (apps) that accept Apple Pay or Google Pay (which can be recognised by the Apple Pay or Google Pay logo).

11.4 How do you receive payments at a point-of-sale terminal?

You can receive payments via your debit card or digital debit card if a seller supports this. You can use this facility to reclaim returnable deposits and return purchases, for example. In most cases, you will receive the money directly in your payment account.

12. Paying online

12.1 How does online payment with iDEAL work?

You can use iDEAL to make online payments on websites and mobile applications (apps) that offer iDEAL as a payment option.

12.2 What is an iDEAL profile?

When making online payments using iDEAL, you can create a user profile for yourself once through Currence. This is your iDEAL profile. If you enter your personal details such as your IBAN, name and address details, you will not need to enter these details again during subsequent iDEAL online payments. You can view, manage and delete the iDEAL profile through Internet Banking or the ABN AMRO app. If you go for more than a year without using the iDEAL profile, it will be removed by Currence.

12.3 How do you use your (digital) debit card to make online payments on websites and mobile applications?

If you are over 16, you can use your debit card bearing the Maestro or Mastercard logo to make online payments. This is an option on websites or mobile applications (apps) that accept one or more of the following payment options.

- paying with Apple Pay;
- paying with Google Pay (only possible with a debit card bearing the Mastercard logo);
- paying with a linked debit card;
- paying with Click to Pay.

More information on this is provided in Articles 3.3.2 to 3.3.5 of these Conditions.

You can also make online payments on websites and mobile applications by manually entering your card details from your debit card bearing the Mastercard

logo. By entering your card details and authorising the payment instruction, you automatically agree to the payment. For some payments, the bank may ask you to confirm the payment in order to verify your identity and the correctness of the payment (Mastercard ID Check). The new debit card also allows you to make recurring payments, for example for monthly subscription fees.

13. Disputing debit card payments

13.1 What rules apply when disputing debit card payments (the 'chargeback' procedure)?

You can dispute (online) payments made using your debit card. This must be done as soon as possible, but no later than 14 days after the payment has been made.

If you do not use Internet Banking and/or the ABN AMRO app, you must dispute the payment within 30 days of receiving the account statement. You can read how to do this on our website. When doing so, you must provide additional information, including proof that you have been in contact with the seller about this payment and that you are unable to reach a solution in mutual consultation. If you have not made the payment yourself, our dispute department will refer you to our customer service department. If you have disputed an (online) payment with your debit card in good time, we will deposit the disputed amount in your account within 10 banking days after receipt of the requested information and documentation, subject to reservation. During this process, the bank will check whether the payment was made on your instruction or with your consent. The bank may ask you for additional information if this is necessary for this investigation. If requested by the bank, you must provide this information to us within 10 banking days.

If it turns out that you have given an instruction for or authorised the payment, or if it turns out that there is no valid reason to dispute the payment, we may again debit the amount from your account or one of your other accounts. The bank's investigation may take some time, so the amount may also be debited well after the payment.

If you fail to comply with any of your obligations under this article, we will not continue processing your challenge.

You can no longer dispute a transaction once a period of 13 months has passed since the transaction date. We are still permitted to correct calculation and other errors after this period.

13.2 What rules apply to payments not initiated by you but by the beneficiary?

If you disagree with an (online) payment that was not initiated by you but by the seller, you are entitled to a refund under the following conditions:

- a. at the time when you agreed to the payment, the exact amount of the payment was unknown (not including the exchange rate); and
- b. the payment amount is higher than you might have expected based on previous similar payments, for example.

The bank may ask you to prove that these two conditions have been met. If we request more information or documentation, you must provide this to us.

You must file a challenge on these grounds no later than 8 weeks after the date on which the amount was debited. Within 10 banking days after the bank has received your request, the bank will refund the amount to you, or the bank will let you know why you will not or not yet be refunded the amount.

If you fail to comply with any of your obligations under this article, we will not continue processing your challenge.

You can no longer dispute a transaction once a period of 13 months has passed since the transaction date. We are still permitted to correct calculation and other errors after this period.

14. Payment services/dispatch information

In the Payment Services Information Sheet, you will find more rules and information about security, the (digital) debit card, means of client identification, the payment account, payment transactions, banking days, limits, rates, exchange rates and statements. You must follow the rules contained in the information sheet. You may ask the bank to send the Payment Services Conditions and/or Information Sheet to you again.

15. How do we communicate with you?

The bank will communicate information to you in digital form as much as possible. That is why you are automatically given access to Internet Banking. You can also use our ABN AMRO app for your banking needs if you install it on your smartphone or tablet.

If you so request, we will send you information on paper. There may be costs associated with this.

We will use the address, email address and telephone number that you have provided to us. If your address, email address or telephone number changes, please inform us as soon as possible. It is important that we can properly reach you, for example if we believe someone is misusing your bank account or we want to share information with you.

16. Adjusting the conditions and terminating the payment account

16.1 When are we allowed to adjust these conditions?

We may adjust these Payment Services Conditions in the case of small and simple adjustments or adjustments to your advantage. For example, we can change the language to make conditions clearer and add options within bank accounts. These small adjustments are listed on our website at least one week before they take effect.

We may also amend these Payment Services Conditions and the Payment Services Information Sheet if this is necessary due to changes in laws and regulations or if there are changes in the interpretation or application of the law (for example, following a court decision, a decision by a complaints or disputes committee or a decision or opinion of a supervisory authority or other authority). An example of this is when we need to include additional information in conditions or provide additional explanations, for example on access to payment accounts. We may also amend these Payment Services Conditions and the Payment Services Information Sheet if we have a valid reason to do so, such as changed circumstances or policy or additional options for your payment account. An adjustment for this reason is only permitted if the balance between your and our rights and obligations does not change to a great extent and unjustifiably to your detriment. You will receive a message from us about these adjustments (adjustments due to changed laws and regulations or the interpretation thereof or adaptations with another valid reason) at least two months before the date on which they take effect via one of our communication channels.

16.2 How will we inform you about changes to these conditions?

We will inform you of any changes to these conditions in good time. If we adjust these conditions, we will explain why and what the main consequences are. If you do not agree with the adjustment, you can cancel your payment accounts. To give you the chance to do so, we will send you a message about any adjustments in good time (see 16.1). If you do not cancel your payment accounts, the adjustments will apply from the date indicated.

16.3 When can you terminate a payment account?

You can terminate a payment account whenever you want, except in the following situations:

- Your account is overdrawn; in this case, you must first transfer money to the payment account until the balance is zero.
 - A reservation is open; we will explain this below
- If anything else has been agreed with you, please contact the bank

What happens if a reservation is open and you want to terminate the payment account?

You can only terminate your payment account if there are no outstanding reservations. A reservation automatically expires when the bank debits the final amount from the account or when the payment obligation you have agreed with the seller expires without the seller renewing the payment obligation, or when the seller cancels the payment obligation.

16.4 When may we terminate a payment account?

We may terminate a payment account if:

- you do not comply with the agreements and conditions that apply to a payment account;
- your account is a 'dormant' payment account. A dormant payment account means that, for the past 12 months, the account has not received any money or been used for any payments. Payments made by the bank, such as monthly costs for maintaining the account and pass costs, are not included in this;
- you die and the payment account is not terminated or converted into an estate account by your heirs within one year of your death.

We will let you know at least two months in advance when we terminate a payment account.

16.5 What happens to money in a payment account when the account is terminated?

If there is still money in your payment account when it is terminated (ends), we will transfer that money to another payment or savings account with us in your name. If you no longer have another payment account with us, we will ask you for information on which payment account we can transfer the money to. Until then, we will keep the money in a separate account that you cannot access. We may debit costs and any outstanding fees or interest from this account. You will not receive any interest on the balance on this account.

16.6 What happens to interest that you still receive or have to pay if the payment account is terminated (ends)?

If you still receive or have to pay interest or fees on the money that was in your payment account until the termination, we will credit or debit this interest or fee to or from another payment or savings account with us in your name. If you no longer have another payment or savings account with us, we will ask you for a payment account with another bank to which we can transfer interest. Until then, we will keep the money in a separate account that you cannot access.

We will credit or debit interest to or from your account in the following month or at the latest in the first month of the quarter after the bank account has been closed.

Funds held in the ABN AMRO Bank N.V. payment account are protected by the Dutch Deposit Guarantee Scheme. More information about this can be found at: abnamro.nl/garantieregeling or requested via telephonenumber 0900 - 0024*..

* Call charges: for this call you pay your usual call charges set by your telephone provider.

General Card Conditions ABN AMRO and ABN AMRO MeesPierson

Article 1. Definition of terms:

3D Secure Password: the password which enables you to authorize online payments (when you have not installed the ICS App);

ABN AMRO: ABN AMRO Bank NV, our partner in issuing your Card;

Automatic Billing Updater: the service from Mastercard with which we can inform joining merchants about your new Card details when we have issued a new Card;

Biometrics: fingerprint or facial recognition which enables you to authorize online payments;

Merchant: a business where you can pay with your Card;

BKR: Credit Registration Office at Tiel, the Netherlands;

Card: the credit card we have issued to you, which can be either the Main Card or the Extra Card;

Card Fee: the fee you owe for your Card;

Contactless payment terminal: a terminal fitted with NFC technology and capable of accepting contactless payments from credit cards;

Creditcard Online: your personal internet environment of your Card;

Documentation: the product information, charges and conditions you have received from us with respect to your Card;

Extra Card: each additional Card we have issued in connection with a Main Card. An Extra Card is always linked to a Main Card;

Main Card: the Card in respect of which an Extra Card has been issued;

ICS App: the application software provided by us under the name 'ICS App for ABN AMRO Cards';

Mastercard: Mastercard Europe SA or Mastercard International Inc.;

NFC: Near Field Communication: technology enabling the short-range exchange of information between two devices;

Agreement: the agreement between you and us regarding your Card. The Agreement comprises the Documentation and these general terms and conditions;

SMS Code: the code which you will receive by text message which enables you to authorize online payments (when you have not installed the ICS App);

Access Code: the access code of the ICS App which enables you to authorize online payments;

You (you/your): the holder of the Card;

Insurance company: ABN AMRO Schadeverzekerings NV.;

We (us/our): International Card Services BV, Visiting address: Wisselwerking 58, 1112 XS Diemen, the Netherlands. Postal address: PO Box 23225, 1100 DS Diemen, the Netherlands. We are regulated by the Nederlandsche Bank (the Dutch Central Bank) (Westeinde 1, 1017 ZN Amsterdam, the European Central Bank (Sonnenmanstrasse 22, 60314 Frankfurt am Main, Germany) and by the Autoriteit Financiële Markten (Netherlands Authority for the Financial Markets) (Vijzelgracht 50, 1017 HS Amsterdam); the exchange rate determined by Mastercard, plus a surcharge.

Exchange Rate:

Article 2. Commencement, duration and cancellation of the Agreement

- 21 The Agreement takes effect the moment:
 - (a) you activate your Card;
 - (b) you make the first payment or the first cash withdrawal with your Card;
 - (c) you make your first payment to us;
 - (d) you state in any other way that you agree to the Agreement;
- 22 The Agreement is concluded for an indefinite period of time but will be cancelled if you no longer have a bankaccount with ABN AMRO. You are at all times entitled to cancel the Agreement in writing or by telephone, with due observance of a one-month notice period. ABN AMRO MeesPierson Cards must be cancelled at ABN AMRO. We are also entitled to cancel the Agreement, in which case a two-month notice period applies.
- 23 We are authorised to immediately block your Card and the related facilities if any of the following situations occur or seem to occur:
 - (a) You act in breach of the Agreement, for example if you are in arrears with payments. This could also be an arrears with payments on another Card.
 - (b) Your Card has been reported stolen, lost or missing.
 - (c) The outstanding balance exceeds the spending limit.
 - (d) Your financial situation has deteriorated considerably.
 - (e) A bankruptcy order has been issued against you or you have been granted a statutory debt adjustment.
 - (f) Abuse, unauthorised use or fraudulent use is made of your Card.
 - (g) Your death.
 - (h) You have left or are going to leave the Netherlands to relocate to a different country.
 - (i) You no longer reside at the home address you submitted to us.
 - (j) You are involved in fraud.
 - (k) If you have not provided us with information about your personal and financial situation, when we have asked you to do so.
 - (l) When laws and regulations forbid us to carry out transactions/payments, such as rules to prevent the financing of terrorism, money laundering and fraud.
 - (m) You are involved in activities that could harm the trust in us or the financial sector.
 - (n) You have used your Card for your profession or your business or if you have made a payment to us from a bank account belonging to your profession or business.
- 24 If we block your Card, we will notify you of this as soon as possible, unless this constitutes a breach of the law or is inappropriate for security reasons.
- 25 On your Card is an expiry date. The validity of your Card expires on that date. Prior to this date we may declare your Card invalid or we may issue a new Card. The general terms and conditions to which your new Card is attached will apply to the use of your Card.
- 26 You may cancel the Agreement free of charge within 14 calendar days from its commencement date. If, however, you have already used your Card or the related facilities, you will have to repay us the costs for such use. If you had already paid your Card Fee via ABN AMRO, will refund this to you via ABN AMRO.
- 27 If the Agreement has been cancelled or your Card has been blocked:
 - (a) you must repay the outstanding balance to us in full and in one lump sum;
 - (b) you may no longer use your Card;
 - (c) your Card will be invalid;
 - (d) your Card may be rejected and/or confiscated by us, by a Merchant or by a bank;

Article 3. Our general obligations

31 We will perform our services with due care and keep your best interests at heart in the process.

Article 4. Your general obligations

- 41 Your Card is personal. You may only use the Card as a private person, not for your profession or your business and you must not make payments to us from a bank account belonging to your profession or business. You are responsible for the use of your Card and must store your Card carefully and in a safe place.
- 42 Whenever you use your Card, always check whether it is your own Card that is returned to you. You must regularly check if your Card is still in your possession.
- 43 We may issue instructions about the safe use of your Card for making online purchases and about keeping the pin code or other personal security codes confidential, the use of Biometrics as well as instructions about how to properly secure the devices you use for Creditcard Online and the ICS App. You are obliged to follow these instructions. General instructions can be found on www.icscards.nl/abnamro/veiligheid.

44 You must notify us at once of any changes to your contact details (such as e-mail address) and of any other changes relevant to the Agreement. You must also notify us of changes in your personal and financial situation.

45 We may request you to provide information to us about your personal and financial situation. You must provide this information to us.

Article 5. Pin code and confidentiality

- 51 Your Card has a pin code, which you have chosen personally or which was allocated to you automatically. Just like your Card, this pin code is personal and must be used by yourself only. We may give you instructions about choosing your pincode. You must follow these instructions.
- 52 You must not keep the document with which the pin code is sent to you. You must not write the pin code on your Card or on a document you keep with your Card. If you nevertheless make a note of the pin code, you must make sure that others cannot recognise it as such or can identify its purpose.
- 53 You must not disclose the pin code to anyone, including relatives, housemates and our employees. You must make sure that others cannot watch when you enter the pin code.
- 54 Other personalised security codes in relation to your Card, such as a login name, a (3D Secure) password, Access Code, SMS Code or Biometrics, may be used by you only and must be kept confidential.

Article 6. Loss, theft and abuse

- 61 You must notify us by telephone of any loss, theft, abuse, or suspected abuse, of your Card, the pin code and/or other personalised security codes or abuse of Biometrics. You must do so immediately after you have discovered this or could have discovered this, for example by checking your account statements, the summary in the ICS App or CreditCard Online. Immediately afterwards you must send us a written confirmation and report the event to the police.
- 62 If you have complied with your obligations under articles 4, 5 and 61, you will not bear any risk concerning the use of your Card after it was lost, stolen or abused. However, if you have failed to comply with these obligations, if you turn out to have committed fraud, or in the event of a wilful act or gross negligence on your part, you will be fully liable for the use of your Card following any loss, theft or abuse of your Card.

Article 7. Extra Card

- 71 The holder of a Main Card may apply for an Extra Card. If an Extra Card is issued, this Agreement will also apply to the Extra Card.
- 72 Communications about the Agreement will be sent to holder of the Main Card only. We take it for granted that the holder of the Main Card will pass this information on to the holder of the Extra Card. If the Agreement with the holder of the Main Card ends, the Agreement with the holder of the Extra Card will end accordingly.
- 74 Any payment of a positive balance will be made to the holder of the Main Card only.

Article 8. Card Fee

- 81 Unless agreed otherwise, the annual Card Fee is payable by you. The amount of the Card Fee is mentioned in the Documentation. ABN AMRO will charge you the Card Fee on our behalf. If the Agreement ends in the course of a current year, ABN AMRO will refund the Card Fee for the remaining part of the year on our behalf.

Article 9. Personal data

- 91 We will use your personal data in accordance with our Privacy Statement, which you may find at www.icscards.nl/abnamro/privacystatement.

Article 10. Making payments with your Card

- 101 You can use your Card to make payments to Merchants and withdraw cash from member banks and cash points worldwide. If you insert your Card into a cash point, pay machine or imprinter and subsequently enter your pin code or place your signature to make a payment and/or withdraw cash, you are considered to have authorized the payment and/or the cash withdrawal. At certain cash points (such as toll booths or ticket machines) you are considered to have authorized the payment simply by inserting your Card, thus without entering your pin code or placing your signature. If you make a purchase online, by telephone, or in a manner similar to these, you are considered to have authorized the payment by providing your Card details, allowing the payment transaction to be performed and if requested by entering a 3D Secure Password and SMS Code or approve of the transaction in the ICS App using Biometrics or Access Code. If we have issued a new Card we can inform merchants that have joined Automatic Billing Updater about your new Card details.
- 102 Authorizing the payment and/or the cash withdrawal means that the amount in question will be charged to your Card account. It is not possible to cancel payments, cash withdrawals and payment orders once you have authorized the transaction.
- 103 If your Card is fitted with an NFC chip, you will be able to perform contactless payment transactions worldwide with Merchants operating a Contactless payment terminal. Before you can make your first contactless payment, you should first insert your Card in the Contactless payment terminal for a normal payment and enter the PIN code. When you subsequently touch your Card against a Contactless payment terminal, you indicate your approval of the payment in question. Within the EU you must enter your pincode again after a total amount of contactless payments of € 150 without pincode. The Contactless payment terminal tells you if the payment has been authorized. Approving and authorizing the payment imply that the amount in question will be charged to your Card. Once a payment has been approved and authorized, the transaction can no longer be cancelled. Additional conditions for use and limitations may apply to the use of contactless payment.
- 104 We do not guarantee the permanent, uninterrupted use of your Card, because this is also dependent on external factors, including the Merchants' cooperation and the functioning of computer or telecommunication systems operated by us or the Merchants. Other factors are an insufficient balance in your Card account, and a maximum cash withdrawal limit per day. We will not be liable if you cannot make any use, full use or timely use of your Card.
- 105 If you make a payment by Card, we will pay the amount in question to the relevant Merchant.
- 106 Merchants and/or member banks may impose additional or deviating requirements with regard to accepting your Card. They may ask you to provide proof of identity.
- 107 You may instruct us to transfer money from your bank account to your Card account and vice versa. We will carry out these instructions no later than on the first working day following the working day on which we received the instruction. This process takes one working day longer in the case of written instructions. When we carry out a money transfer order, we will also send orders to our bank or your bank for further processing. As a result it may take a number of working days before the amount has been credited to your bank account or to your Card account.
- 108 A money transfer may be rejected or delayed because:
 - (a) you have failed to correctly and fully provide all the requested information;
 - (b) there is an insufficient balance in your Card account or your bank account;
 - (c) your Card has been blocked, is invalid or has been confiscated;
 - (d) we suspect fraud, abuse or irregularities;
 - (e) there are malfunctions with regard to equipment or means of communication.
 We will notify as soon as possible when a money transfer is refused or delayed.

Article 11. Saving

- 111 You may have a positive balance on your Card. Each day we will check if you have a credit balance of EUR 500 or more. If this is the case, we will pay interest on the credit balance of that day. The maximum credit balance on which interest is paid is EUR 1,000,000. The maximum credit balance you are allowed to have on your Card is EUR 2,500,000.
- 112 We may change the interest rate. A change in interest rate might mean that we won't pay interest or charge you negative interest. We will let you know in advance when we do that.
- 113 The applicable interest rate is mentioned on www.icscards.nl/abnamro. If we have paid interest or have charged interest this appears on the accountstatement.

Article 12. Spending limit

- 12.1 The spending limit applicable to your Card is determined by us. You may not spend or withdraw in excess of this spending limit. Any amount spent or withdrawn in excess of the spending limit must be repaid to us at once. We may adjust the spending limit with immediate effect.
- 12.2 If you have a positive balance in your Card account, the maximum amount you may spend or withdraw comprises the spending limit plus the positive balance.
- 12.3 One joint spending limit applies to the Main Card and the Extra Card(s). Only the holder of a Main Card may change the spending limit.

Article 13. Foreign currency, transaction fees and other charges

- 13.1 We will convert any foreign currency payments and cash withdrawals into euros by applying the Exchange Rate. A surcharge applies of 2%. You may contact us with regard to the applicable Exchange Rate.
- 13.2 The conversion from foreign currency into euros is carried out on the day we process the payment or cash withdrawal. The moment of processing depends on the time we received the notification of the payment or cash withdrawal.
- 13.3 You will be charged for cash withdrawals. The fee payable is 4% of the amount withdrawn, with minimum of EUR 4.50.
- 13.4 A charge of 2.5% of the transferred amount applies to money transfers from your Card account to your bank account, unless the transfer is entirely made from a positive balance.
- 13.5 We will charge you for replacing your Card. No charge will apply if the replacement is caused through no fault of your own. We will inform you in advance of the amount of the charge.

Article 14. Account statement

- 14.1 Each month you will be sent an account statement by us. This account statement will be made available in CreditCard Online where it may be viewed. We will send you an e-mail when the account statement has been made available in Creditcard Online. When account statements are sent by mail, a charge of EUR 1,50 per account statement applies.
- 14.2 The account statements lists all new expenses and all payments received for the month in question. The term 'new expenses' includes any charges you owe us, such as the Exchange Rate, transaction charges and interest. The account statement also specifies the outstanding balance for that month.
- 14.3 If you pay us the outstanding balance by direct debit, the account statement will mention the date your account will be debited for the amount in question. Your account will be debited within 14 days from the date of the account statement. If it should prove impossible to debit your account for the outstanding balance due to an insufficient credit balance, we will try to do so a second time. We will notify you of this in advance. Your account will be debited within 14 days from the date of this notification.
- 14.4 You must without delay check the account statement received or made available in Creditcard Online. You must in any case check the account statement within 30 days from the account statement date. All transactions and payments may also be viewed in the ICS App.
- 14.5 If you wish to receive your account statement(s) once again, or if you wish to receive additional information, we may charge you for this service. We will give you advance notice of the amount to be charged.

Article 15. Repayments and the consequences of non-payment, late payment or incomplete payment

- 15.1 The account statement specifies the outstanding balance of your Card you owe us. You must repay the full outstanding balance within 21 days from the date of the account statement.
- 15.2 If you fail to repay the full outstanding amount of the account statement within 21 days from the date of the account statement we will block your Card.
- 15.3 If your Card is blocked, we will charge default interest on the outstanding balance, until this balance has been repaid to us in full. The default interest is equal to the statutory interest for non-commercial transactions which may be found at www.wetten.overheid.nl, "Besluit wettelijke rente" (Statutory Interest Decree). We may also charge statutory collection costs on the outstanding balance. Before we do so, you will first be sent a reminder.
- 15.4 We are obliged to report payment arrears to BKR after 4 months.
- 15.5 We are entitled to offset any amounts you owe us against any amounts owed to you by us.

Article 16. Disputing payments and/or cash withdrawals

- 16.1 If you disagree with a payment and/or a cash withdrawal charged to your Card, you may dispute this amount. You must do so at the earliest possible moment after you have received the account statement. The amount in question must be disputed in writing and reasons must be stated. An amount cannot be disputed on the ground of the Merchant not having complied with its obligations, for example by supplying you with goods or services which are faulty or broken, nor is it possible to dispute an amount because your Card has been stolen, lost or abused, which cases are governed by the provisions of Article 6.
- 16.2 If you dispute a payment and/or a cash withdrawal within 14 days from the date of the account statement and you provide sufficient grounds and proof accordingly, the disputed amount will at once be deducted from the outstanding balance, with the proviso that, if it should emerge that the amount was wrongly disputed, we will once again charge it to your Card. The amount will not be deducted from the outstanding balance if the dispute is not likely to succeed.
- 16.3 An exception to articles 16.1 and 16.2 applies if an amount is disputed for the following reasons:
- (a) At the moment you consented to the transaction, the exact transaction amount was not yet known (this does not refer to the Exchange Rate); and
 - (b) The transaction amount is higher than you might have expected, for example compared with earlier, similar expenses.
- If an amount is disputed on these grounds, the notification to that effect must have been received by us no later than 8 weeks from its entry date. If the amount is rightly disputed, we will refund the amount to you within 10 working days.
- 16.4 If we ask you to provide more information or documentation, you must do so within 10 days of this request.
- 16.5 If you fail to meet any of the obligations under this article, we will reject any - further - handling of the dispute.
- 16.6 The term for disputing an amount lapses after 13 months. After this term we are, however, authorised to correct any general or calculation errors.

Article 17. Delivery and Internet guarantee

- 17.1 Delivery guarantee: if a product paid for with your Card is not delivered on the agreed date, we will refund the amount of the purchase, provided the following conditions have been satisfied:
- (a) You have paid the amount of the purchase directly to the Merchant that has to deliver the product;
 - (b) You have first yourself unsuccessfully requested the Merchant to deliver the product;
 - (c) You have requested us to refund the amount of the purchase within three months from the agreed delivery date along with the sales receipt of the product paid with your Card;
 - (d) You cannot claim the amount of the purchase under any insurance policy or guarantee fund; and
 - (e) It is not a payment to or deposit in an investment account (including crypto currency).
- We will refund the amount within 30 days from the date of your request, unless the Merchant has, within that period, delivered the product to you after all, or has itself refunded the amount of the purchase. You may file a claim under the Delivery guarantee up to 1 year following the payment date.
- 17.2 Internet guarantee: if an unauthorized online payment has been made with your Card, or if you have been charged an incorrect amount, we will refund the amount in question, provided your Card was in your possession at the time of the payment, and the transaction has been disputed in accordance with the provisions of article 16.

Article 18. Liability

- 18.1 We will not be liable for any loss and/or damage, on any grounds:
- (a) in connection with products or services that you have paid for with your Card; or
 - (b) resulting from the blocking, confiscation or invalidation of your Card; or
 - (c) resulting from our refusal to carry out a payment order.
- (d) resulting from engaging another payment service provider.
- 18.2 If you have instructed us to transfer money from your Card account to your bank account or vice versa, and we fail to carry out this transaction correctly or in full, we will be liable for the amount of that particular order only. We will not be liable if we can prove that the amount was received by your bank.

Article 19. Changing the Agreement

- 19.1 We may change the Agreement to the extent permitted by the law. We will inform you of this no later than 2 months before the Agreement changes. If you do not agree to the changes, you may terminate the Agreement at no charge. Notice of termination must be given in writing. If you have not terminated the Agreement within those 2 months, this means that you consent to the changes.

Article 20. Insurances

- 20.1 Your Card includes Purchase Protection Insurance (article 20.2) and, depending on the type of Card, Luggage and Flight Delay Insurance (article 20.3), Excess Car Rental Insurance (article 20.4) and Car Hire Motor Legal Expenses Insurance (article 20.5). Cover of these insurance contracts is determined by the policy conditions, which may be viewed at www.icscards.nl/abnamro or may be applied for free of charge. The main characteristics of these insurance contracts are described in the following paragraphs.
- 20.2 In short, under Purchase Protection Insurance virtually all items paid for with your Card are insured against loss, theft and damage for a period of 180 days from the date of purchase (1 year if you have an ABN AMRO Gold Card or ABN AMRO Mees Pierson Gold Card). The insurance applies only if your habitual residence or domicile is in the Netherlands. A EUR 50 excess always applies per occurrence. Maximum cover EUR 50,000.
- 20.3 In short, under Luggage and Flight Delay Insurance virtually all scheduled service flights you have paid for with your Card are insured against flight delays (maximum cover EUR 140) and luggage delays (maximum cover EUR 410), both for a period of 60 days. The following insurance is provided by the ABN AMRO Gold Card and the ABN AMRO Mees Pierson Gold Card only:
- 20.4 In short, under Excess Car Rental Insurance the excess payable in the event of damage to a rental car paid for in full with your Card, is covered to a maximum of EUR 500.
- 20.5 In short, Car Hire Motor Legal Expenses Insurance provides cover for legal fees if you are involved in an accident with your rental car (maximum cover EUR 10,000 for countries outside Europe).
- 20.6 If your Card has been blocked for the reason stated in article 2.3. (a), you cannot claim under the insurance contract until the Card has been unblocked.

Article 21. Other provisions

- 21.1 Your Card will remain our property. We are authorized to transfer the Agreement to a third party within the limits of the law. You have given your prior permission for that purpose.
- 21.2 We may change, expand or terminate the payment options of your Card.
- 21.3 Our records will serve as conclusive proof. You are entitled to provide proof to the contrary.
- 21.4 All our communications regarding the use of your Card, the agreement and its execution will be in Dutch. Our communications will be made in writing, by e-mail, by text message, by telephone, by way of the ICS App or via CreditCard Online.
- 21.5 A copy of the Agreement on request will be sent to you on request.
- 21.6 We have an internal complaints procedure. You may submit complaints to us in writing. Should you not be satisfied about the way we have handled your complaint, you may contact the Klachten-instituut Financiële Dienstverlening (Dutch Financial Services Complaints Board) (www.kifid.nl) after we have given you our final position on the complaint. If you have applied for your Card online, you may also submit your complaint through the European platform for online dispute resolution (<http://ec.europa.eu/consumers/odr>), who will forward your complaint to the Kifid. You may also submit your complaint to the civil court.
- 21.7 This Agreement is governed by the laws of the Netherlands.

Diemen, November 2023

