Consumer Payment Services Conditions

ABN·AMRO

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Contents Consumer Payment Services Conditions

1. About these conditions
1.1 To what do these conditions apply?
1.2 Do other conditions also apply?
1.3 Does the Deposit Guarantee Scheme apply?

2. Current account
2.1 What can you and the bank use the payment account for?
2.2 For whom is this account intended?
2.3 What rules apply to access to online channels?
2.4 How is a joint account different?
2.5 Do you have to pay for a current account?
2.6 What is an overdraft, and does your current account offer an overdraft facility?
2.7 What happens if you make a payment that results in an unauthorised overdraft?
2.8 Do you have to pay interest if you have an overdraft (such as an unauthorised overdraft)?
2.9 What is an authorised representative permitted to do?
2.10 How many current accounts and debit cards (including digital debit cards) can you have with us?
2.11 Will you receive interest or pay interest on the balance in your current account?
2.12 How do we inform you about interest rates, balance tiers and related changes?
2.13 Which exchange rates apply to the current account?

3. What are means of client identification?
3.1 Signature
3.2 Debit card and PIN
3.3 Digital debit card with security code or other means
3.3.1 Paying with a wearable
3.3.2 Paying with Apple Pay
3.3.3 Paying with Google Pay
3.3.4 Paying with a linked debit card
3.3.5 Paying with Click to Pay
3.4 Use of the five-digit identification code
3.5 Use of fingerprint and facial recognition (Face ID)
3.6 Manual entry of card details
3.7 Where can you find information about means of client identification and security?

4. Payment transaction instruction
4.1 How soon will your instruction be executed?
4.2 What date applies as the instruction date?
4.3 Is an instruction always executed?
4.4 What happens if the beneficiary has not received the payment?
4.5 Are payment transactions subject to limits?
4.6 What rules apply to payment transactions in currencies other than the euro?
4.7 What rules apply to instructions issued through a payment initiation service provider?

5. Account statements
5.1 What is an account statement?
5.2 How often will you receive an account statement?
5.3 Do you want us to share your account information with an account information service provider?

6. Security and risk distribution
6.1 How does the bank ensure you can use the banking channels and banking resources securely?
6.2 What Security Rules must you follow?
6.3 How can you limit a loss due to unauthorised use?
6.4 Who bears the risk of unauthorised use?

7. Indirect loss and consequential loss

8. Cash withdrawals and deposits
8.1 What is a cash withdrawal and how do you withdraw money?
8.2 What is a cash deposit and how do you deposit money?
8.3 Do any limits and costs apply to cash withdrawals and deposits?

9. Transfers
9.1 What is a transfer and which types of transfers are there?
9.2 What rules apply to transfer instructions?
9.3 What is the IBAN-Name Check and when is a notification triggered?

10. Direct debit
10.1 How does a direct debit work?
10.2 Can a direct debit payment be refunded?
10.3 Can you block or stop direct debit payments?

11. Payment at a point-of-sale terminal
11.1 How do you pay at a point-of-sale terminal?
11.2 When can you pay without your PIN?
11.3 How do you use a digital debit card to pay at a point-of-sale terminal?
11.4 How do you receive payments at a point-of-sale terminal?

12. Payment online
12.1 How does paying online with iDEAL work?
12.2 What is an iDEAL profile?
12.3 How does paying online using Wero work?
12.3.1 What is Wero?
12.3.2 What rules apply when payments are made using Wero?
12.3.3 What are the rules for sharing addresses via Wero?
12.4 How do you use your debit card (or digital debit card) to make online payments via websites and mobile applications?

13. Disputing payments made using Wero
13.1 What rules apply when disputing payments made using Wero?

14. Disputing debit card payments
14.1 What rules apply when disputing debit card payments

15. What rules apply to payments initiated by the beneficiary, and not by you?

16. Payment Services Information Sheet / sending of information

17. How do we communicate with you?

18. Adjusting the conditions and terminating the payment account
18.1 When are we allowed to adjust these conditions?
18.2 How do we inform you about amendments to these conditions?
18.3 When can you terminate a current account?
18.4 When can we terminate a current account?
18.5 What happens to the money in a current account when the account is terminated?
18.6 What happens to any interest that you owe or are owed when the current account is terminated?

Glossary of terms Consumer Payment Services Conditions

Term	Meaning
Bank	ABN AMRO BANK N.V. or – if this is clear from the text – another payment service provider involved in the execution of a payment transaction. Where the bank uses 'we' in these Payment Services Conditions, this also refers to the bank.
Debit card	a card issued by the bank that bears the Mastercard or Maestro logo, and for which a PIN is also issued. 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.
Current account	an account you have with the bank that is intended for payment transactions.
Payment account	an account you have with the bank that is intended for the execution of payment transactions.
Payment transaction	a payment transaction may be a cash deposit, a cash withdrawal, a transfer, a direct debit, a payment made at a point-of-sale terminal, or an online payment made through a website or mobile application (app).
Payment initiation service provider	a payment service provider offering you a service for initiating a payment instruction from your current 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	a joint venture between ABN AMRO, Rabobank and ING for a joint ATM network.
Geldmaat ATM	a cash withdrawal and/or deposit machine operated by 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 shown on your debit card bearing the Mastercard logo that enable 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 client identification is the debit card plus PIN.
Mastercard	Mastercard Inc. is a company that authorises banks and other parties across the world to issue debit cards and point-of-sale terminals, sets rules for those devices, and facilitates payments made using those devices.

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	confirmation of an instruction in Internet Banking that is provided 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.
PIN	a personal identification number that you can use in combination with the debit card.
Account information	account number, name of account holder, and all transactions shown on your account statements.
Account information service provider	a payment service provider offering you an online service to provide information relating to your current 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. About these conditions

1.1 To what do these conditions apply?

The Payment Services Conditions apply to the following banking services:

- Your current account
- Your means of client 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 consist of the General Banking Conditions and Conditions and the Client 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
The balances of current accounts with the bank are protected by the Dutch Deposit Guarantee Scheme. This protection applies up to a maximum of € 100,000. For the purposes of this scheme, the balances of all your current accounts with us are 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 https://www.abnamro.nl/en/personal/overabnamro/depositogarantiestelsel.html. See also the Deposit Guarantee Scheme Information Sheet.

2. Current account

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

Payment transactions

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

Setting money aside

If you enter a payment obligation using a debit card (such as a digital debit card) and the amount payable cannot be definitively determined yet, and/or the delivery date at the time of purchase is in the future and/or unknown, the bank may set aside money in your account. This also applies when you approve a Wero payment, regardless of whether the amount in question has been definitively determined and/or whether the delivery date is known or not. You may only enter into a payment obligation if the balance in your account (including any credit limit) is sufficient. You authorise the bank in advance to set money aside in your account in the event of a payment obligation as referred to above. Setting money aside ensures that the balance in your account at the time of purchase is sufficient to meet your payment obligation. Setting money aside reduces the available balance in your account. It also results in the bank having a claim against you that is equal to the amount set aside. This claim only becomes final at the time you have to fulfil your payment obligation. At that time, the bank will permanently debit this amount from your account. If the amount to be settled is less than the amount set aside, the remainder will cease to be set aside. The money will also cease to be set aside 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 current 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 current 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 an authorised representative for the account, it is up to you, as the account holder, to decide whether this authorised representative can use Internet Banking or the ABN AMRO app.

2.4 How is a joint account different?

(The text below is the same as Article 20 of the ABN AMRO Client Relationship Conditions) The following additional rules apply to you as joint account holders of that account:

a. Use of funds and available credit

Each of you may approve payment transactions independently. If there is a credit in the account, or if an overdraft has been arranged, then all of the funds and available credit may be used by you, together or individually, to make payment transactions. As joint account holders, you make your own arrangements about how you will pay each other for the use of the funds and available credit. We have no involvement in this.

Example

You are the joint account holders of a current account with a balance of € 1,000. Imagine you have agreed between you that each of you is entitled to half of the balance. In that case, too, the agreement with us is that either of you may use the entire balance (this means that the other person will no longer be able to do so). You are personally responsible for making your own arrangements for settling up with each other to ensure that each of you receives half of the balance.

b. Joint and several liability

Each of you is jointly and severally liable for any overdraft in the account. Each of you must therefore repay this overdraft to us in full as if it were your own debt. If one of you makes a payment to repay this overdraft, we can no longer claim that payment from the other account holder. You make your own arrangements for settling up with each other to deal with the consequences of joint and several liability.

Example

You and another person have a current account with an overdraft of € 500. Imagine you have agreed between you that each of you has to repay half of that overdraft. Despite this, based on our relationship with you we can still demand payment of the full amount of € 500 from each of you (in which case the other account holder will not have to pay too). You are personally responsible for making your own arrangements for settling up with each other to ensure that each of you repays half of the overdraft.

The following also applies with respect to this joint and several liability:

1. If we can demand early repayment of the debt from one of you, then this liability for early repayment applies to all of you.
2. If you make a payment towards the debt, this will not entitle you to any security we may hold for that debt.
3. You may only invoke cancellation or deferral of payment of the debt if our cancellation or deferral is explicitly addressed to you.
4. You waive all means of defence accruing to debtors who are jointly and severally liable.

c. Actions

Each of you, as the account holder, may perform any acts (including legal acts) that are or may be relevant for the fulfilment of the account agreement and the related Communication with us. You are all bound by the consequences of each other's acts. If one of you, for example, grants someone a power of attorney for the

account or passes on a change of address to us, the rest of you are also bound by this act. If we have a reasonable interest in doing so, we may demand that you confirm each other's acts before we execute them.

d. Communications

Communications from us to one of you, or from one of you to us, are deemed to be exchanged between us and all of you. You are personally responsible for immediately informing each other about these Communications.

e. Termination

An account holder can only terminate the agreement insofar as it applies to that account holder. If the agreement is terminated for all of the account holders, this Article remains in force to the settlement procedure.

f. Partial termination

It is also possible that the agreement is terminated for one account holder, and another account holder continues with the agreement. In that case, the following applies:

1. We may terminate any right to an overdraft and demand repayment of any overdraft. In this case, we are not required to observe any notice period.
2. The account holder for whom the agreement is terminated will no longer be an account holder once the agreement has been terminated. This means the account holder will no longer make use of the funds and available credit in the account or approve payment transactions. The account holder will only remain jointly and severally liable for the overdraft that already existed at the time of termination and for any debts that are subsequently accrued. By debts that are subsequently accrued, we mean debts that are the result of the settlement of a legal relationship that is connected with the account and already existed at the time of termination. Examples include a bank guarantee that is covered by the funds and available credit in the account.

2.5 Do you have to pay for a current account?

Yes, you pay an amount each month for your current account. The amount 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, changes in legislation and regulations;
- Changes in the interpretation or application of the law or in the viewpoint of a supervisory authority 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 that causes 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 close your current 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

The Payment Services Information Sheet contains information about accounts for which no costs is charged, such as the Young Person's Growth Account.

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

Your account is overdrawn if it contains less than zero euros. Your current 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 of the negative balance in the current account is paid in as soon as possible so that the balance becomes positive or at least € 0.

2.7 What happens if you make a payment that results in an unauthorised overdraft?

If the bank carries out a payment transaction for you, this may result in your current account becoming overdrawn. Your account may also become overdrawn because we debit interest or costs from your current 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 if you have an overdraft (such as an unauthorised overdraft)?

We may begin charging interest as soon as you start to use the overdraft facility, because borrowing money costs money. The current interest rate can be found at https://www.abnamro.nl/en/personal/interest/index.html. Reservations do not affect the interest calculation. The interest charged on 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, an overdraft becomes more expensive. The interest rate for unauthorised overdrafts is never higher than the maximum cost of credit under the Cost of Credits (Loans) Decree.

2.9 What is an authorised representative permitted to do?

If you have granted a power of attorney to a third party, Article 19 of the Client Relationship Conditions applies. This states what the authorised representative may do on your behalf in any event, provided that there are no restrictions in the power of attorney. In addition, the authorised representative 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 current accounts and debit cards (including digital debit cards) can you have with us?

You may have several payments accounts with us in your own name or jointly in your and your co-account holder's names. The bank can set a limit on the total number of current accounts that may be held in your name and may be held jointly in your and your co-account holders' names. You can read more about this in the Payment Services Information Sheet and at https://www.abnamro.nl/en/personal/payments/fees/everyday-banking.html

The bank may also impose a limit on the number of debit cards (including 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 and/or withdraw one or more debit cards (including digital debit cards), or refuse an application for such a debit card, if:

a. The limit for the maximum number of debit cards (including digital debit cards) has been reached
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.

In that case, we will let you know.

2.11 Will you receive interest or pay interest on the balance in your current 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 tiers. The interest rates and balance tiers 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 https://www.abnamro.nl/en/personal/interest/index.html
   - A written or electronic message sent to you
   - If you request this information from the bank

c. A balance tier may also apply to the balance of some of the current and/or savings accounts or all current and/or savings accounts in your name and in your and your co-account holder(s) names. 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 purpose of calculating their total balance.
d. In the case of specific circumstances, such as developments in the money and capital markets, the bank may charge negative interest on one or more balance tiers. If the interest rate is negative, you pay interest on a positive balance in your current 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 the balance in your current account is sufficient. 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 https://www.abnamro.nl/en/personal/interest/index.html

2.12 How do we inform you about interest rates, balance tiers and related changes?

The current interest rates and balance tiers can be found at https://www.abnamro.nl/en/personal/interest/index.html or can be requested from the bank. The bank will inform you of any changes to the interest rates or balance tiers in one of the following ways:

- An announcement on https://www.abnamro.nl/en/personal/interest/index.html
- A written or electronic message sent to you
- If you request this information from the bank

The bank will announce the introduction of a negative interest rate at least two months in advance. The bank will also provide two months' advance notice of any adjustment to the balance tiers.

2.13 Which exchange rates apply to the current account?

The current 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 explains how to ask the bank for the exchange rates that apply to your current account. The bank may change the exchange rates at any time and without notifying you in advance.

3. What are means of client identification?

This article describes the means of client identification that can be used by you or your authorised representatives for identification purposes and to issue a declaration 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 client identification. For online communications, the means of client 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.dentifier 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 debit card (or 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 current account and then use it as specified in these Payment Services Conditions. Similarly, the digital debit card may occasionally be used without needing to enter a code or pass another security measure, such as fingerprint or facial recognition. The bank supports the following digital debit cards:

- wearable,
- paying with Apple Pay,
- paying with Google Pay,
- paying with a linked debit card,
- 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) and contains a near-field communication (NFC) chip. A wearable can be used to make contactless payments in a similar way 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). Apple Pay is a registered trademark of Apple Inc.

3.3.3 Paying with Google Pay

Google Pay is a payment method that allows you to link an ABN AMRO digital payment card to Android devices equipped with a near-field communication (NFC) chip, such as a smartphones, tablets and smartwatches, on which Google Pay can be installed. You enter into agreements with Google on how to approve payments. Payment authorisation methods may include using the access code for your smartphone, tablet or smartwatch, entering your fingerprint or using facial recognition software. Google Pay is a registered trademark of Google LLC.

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 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 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. When you make subsequent payments to the same or another seller, Mastercard always provides the seller with your card details and, if you wish, your address details 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 code. Keep your code secret! You use it for the ABN AMRO app. It can sometimes also be used as a means of client identification 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 client identification. This is called 'fingerprint' (Android) or 'Touch ID' (iOS). 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 client 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 costumer 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 client identification and security?

The rules set out in the Client Relationship Conditions and the security rules set out in Section 1 of the Payment Services Information Sheet apply to the means of client identification. These rules also apply to the wearable, paying with Apple Pay, paying with Google Pay, and Wero. This means that only you may use your wearable, smartphone (e.g. 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 How soon will your instruction be executed?

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

In most cases, the amount of a transfer can be credited to the beneficiary's account within a few seconds, even if the amount is to be transferred 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 the transfer is for an amount in euros and 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 for direct execution exists, 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.

If the transfer cannot be credited to the beneficiary's account within a few seconds, a maximum execution period for transfers in euros within the SEPA area applies. For these payment transactions in euros, the beneficiary's bank receives a transfer from your current account no later than the next banking day after the instruction date. In the case of payment transactions in currencies other than the euro made within the SEPA area, the execution period 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 execution periods.

Payment transactions to countries outside the SEPA area are executed 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 receive an instruction for a transfer from you is 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 beneficiary's account 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.
- If you make a payment using Wero, we will execute the instruction when the bank of the party you want to pay asks us to make the payment. The date on which we receive this request is the instruction date.

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 current account if there is a reason for doing so, according to the bank. This is the case, for example, if fraud or abuse occurs or is suspected. 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 even though the money has been debited from your current 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. In that case, we will then adjust the bank account records so that it is the same 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 that restrict, for example, the amount of the payment, the number of payment transactions, or the countries to which you can send payments. 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 current 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 uses the established exchange rate set by the bank at the time the bank changes 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 use a debit card to make a payment or cash withdrawal in a currency other than the euro in an EU country.

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

You must make your own arrangements with the payment initiation service provider. The bank is not 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 credited to and debited from your bank account during a specific 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 monthly account statements will be created. You can also opt for a monthly or fortnightly 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. You can use this summary for your tax return, among other things.

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 included in your account statements up to a maximum of 18 months prior to the time you issued 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 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 your own arrangements with the account information service provider concerning its services. The bank is not party to such agreements.

6. Security and risk distribution

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

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 do your banking securely. 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 follow 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 using the ABN AMRO app or by calling the bank, and follow the bank's instructions

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 a loss due to unauthorised use?

If an unauthorised person uses or could use your means of client 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 current 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 for your account and risk. The Security Rules can be found in the Payment Services Information Sheet and in the Client Relationship Conditions.
- If you report to us that someone is using your means of client identification without your permission and money is subsequently debited from your account, 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.

7. Indirect loss and consequential loss

If you are a consumer and suffer a 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 current 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 current 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 client 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 current account. You can deposit money at Geldmaat ATMs (in the Netherlands) that accept deposits. To do this, use your debit card bearing the Maestro or Mastercard logo and your PIN. Important! 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 any limits and costs apply to cash withdrawals and deposits?

Cash withdrawals and deposits may be subject to limits and costs may also be charged. 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 current 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 current account. iDEAL payments and Wero payments to webshops are transfers for which you give an instruction or your approval (for Wero payments) using an electronic order form that has already been completed. 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 transfer instructions?

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 the IBAN-Name Check and when is a notification triggered?

The bank may carry out an IBAN-Name Check in respect of an outgoing transfer instruction submitted through an online channel. In that case, you will be shown a notification if we have different information concerning the name of the account holder of the account number (IBAN) you provided. The IBAN-Name Check is merely a tool. You decide what to do after a name–account number suggestion is made. This means you can still issue the transfer instruction to the bank even if you see a notification. The bank executes the transfer instruction only on the basis of the specified account number (IBAN).

An IBAN-Name Check is not always carried out:

- 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 a direct debit work?

A direct debit is a payment transaction made from your current account for which the instruction is issued by the beneficiary (the creditor), and not by you. 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 withdraw a mandate by notifying the creditor of this. Direct debits are only possible for payments in euros made between accounts at participating banks in the SEPA area. You can find out more at abnamro.nl

10.2 Can a direct debit payment be 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 is debited from your current 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 for blocking your current account for direct debits:

- Blocking all direct debits;
- Blocking all direct debits for a particular payee;
- Blocking all direct debits based on a specific mandate;
- One-off blocking (refusal) of a specific direct debit;
- Blocking a specific direct debit if the amount exceeds the maximum amount that you have specified;
- Blocking a specific 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

specific payees 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 specific creditor has already executed at least one direct debit. You may select the 'Block all direct debits' option at any time. 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. The bank will not reverse any direct debits that were executed before the blocking instruction took effect. 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 at a point-of-sale terminal?

You can use a debit card bearing the Maestro or Mastercard logo, together with your PIN, or another client identifier to make payments from your current account at a point-of-sale terminal. This payment option is available in the Netherlands and in other countries at every 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 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 paying parking fees or tolls, if the payment machine does not indicates that you must use your PIN. This is possible up to a maximum of € 100 each 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 debit card (such as a digital debit card), you give permission for the payment and/or to set aside an amount in your current 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 current account.

12. Payment online

12.1 How does paying online with iDEAL work?

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

12.2 What is an iDEAL profile?

If you make 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 when making iDEAL online payments in future. You can view, manage and delete the iDEAL profile through Internet Banking or the ABN AMRO app. If you do not use your iDEAL profile for more than a year, Currence will delete it automatically.

12.3 How does paying online using Wero work?

12.3.1 What is Wero?

Wero is the successor to iDEAL. Like iDEAL, you use Wero to pay online via websites or mobile applications (apps) that accept Wero as a payment option. Paying with Wero is possible if the Wero logo is displayed.

Wero and iDEAL will exist side-by-side at first. This means you will be able to use both iDEAL and Wero to pay online. This means that you might start an iDEAL payment but the transaction is executed as a Wero payment. The name iDEAL I Wero or the iDEAL I Wero logo will be displayed for payments made using iDEAL, payments made using Wero, and payments that were started as iDEAL payments but executed as Wero payments.

12.3.2 What rules apply when payments are made using Wero?

When you make a Wero payment, you approve the payment in the ABN AMRO app or in Internet Banking. You can approve payments in the ABN AMRO app using your five-digit identification code, your fingerprint or facial recognition. You can approve payments in Internet Banking using the e.dentifier. More information can be found in Articles 3.4 and 3.5 of these Payment Services Conditions.

If a Wero payment is not immediately successful, for example due to a technical failure, we will try to execute the payment again on your behalf. More information can be found on our website.

12.3.3 What are the rules for sharing addresses via Wero?

If you make online payments using Wero, you can create a user profile for yourself once through Currence. If you enter your personal details, such as your IBAN, name and address details, you will not need to enter these details again when making Wero online payments in future. You can view, manage and delete your details through Internet Banking or the ABN AMRO app.Disputing debit card payments

12.4 How do you use your debit card (or digital debit card) to make online payments via 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.

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

More information can be found in Articles 3.3.2 to 3.3.5 of these Payment Services 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 payments made using Wero

13.1 What rules apply when disputing payments made using Wero?

If you do not agree with a payment made with Wero, and you are unable to reach an agreement yourself with the seller, in most cases you can dispute the payment within a period of 120 days after the

transaction date. Some payments are subject to different periods. You can read which payments and periods these are on our website. You will first be given an opportunity to agree on a solution with the seller. If you are unable to agree on a solution with the seller, you can call on the bank for assistance within 44 days after you began the dispute. In that case, the bank will initiate an investigation if necessary.

The Wero payment dispute process will start to be introduced on 1 October 2026. Only payments made with Wero can be disputed. This means iDEAL-Wero payments and iDEAL payments cannot be disputed. Depending on the type of transaction and seller, a payment may or may not be disputed, or a different process may apply. If a payment cannot be disputed, you will not see a 'dispute payment' button next to the relevant transaction in your transaction overview. You can read more about the process on our website.

As part of the dispute process, we may ask you to provide additional information. Such information includes supporting evidence for your dispute, such as evidence that you have been in contact with the seller about this payment and that you have not been able to reach a solution. A payment can only be disputed if no part of that payment has been refunded. If a refund is made during an ongoing dispute process, the process will be stopped.

If you did not make the payment yourself, you will be referred to our Customer Service department. In that case, Article 6 of these Payment Services Conditions applies.

If the outcome of the process is in your favour, the disputed amount will be refunded to your account once the process has been completed.

If it turns out that there is no valid reason to dispute the payment, we may terminate the dispute. The bank's investigation may take some time. For this reason, any refund may take place long after the dispute ends.

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

14. Disputing debit card payments

14.1 What rules apply when disputing debit card payments

You can dispute payments (including online payments) made using your debit card.

In that case, the bank will initiate an investigation if necessary. If you do not reach a solution with the seller, you must dispute the payment within 90 days after the payment was debited.

The process for disputing a payment varies, depending on the type of transaction (Geldmaat, Maestro, or Debit Mastercard). For information on what to do, please visit our website.

When disputing the payment, you must provide additional information, including proof that you have been in contact with the seller about the payment, and that you have not been able to reach a solution with each other.

If you did not make the payment yourself, you will be referred to our Customer Service department. In that case, Article 6 of these Payment Services Conditions applies.

If you dispute a payment (online or otherwise) made with your debit card on time, the bank can provide you with a provisional refund. This is subject to the following condition: if it turns out that the dispute is was not justified, we will charge you for the amount again. During the dispute process, the bank checks whether the payment was made on your instruction or with your permission. The bank may ask you for additional information if this is necessary for this investigation. If the bank requests this, you must provide us with this information within 10 working days. A payment can only be disputed if no part of that payment has been refunded.

We will not refund payments to or deposits paid into an investment account (this includes cryptocurrencies).

If it turns out that there is no valid reason to dispute the payment, we may terminate the dispute. The bank's investigation may take some time. This means that

the provisional refund (if any) and the reversal of that provisional repayment may take place long after the dispute.

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

15. What rules apply to payments initiated by the beneficiary, and not by you?

If you disagree with a online payment (online or otherwise) that was not initiated by the seller and not by you, you are entitled to a refund if the following conditions are satisfied:

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 amount of the payment 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 it to us within 10 working days.

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 dispute.

Other rules apply to direct debits (see Article 10 above).

16. Payment Services Information Sheet / sending of information

The Payment Services Information Sheet contains further rules and information on security, debit cards (including digital debit cards), means of client identification, current accounts, payment transactions, banking days, limits, 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.

17. 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 are able to reach you, for example if we believe someone is misusing your bank account or we want to share information with you.

18. Adjusting the conditions and terminating the payment account

18.1 When are we allowed to adjust these conditions?

We may make small and simple amendments to these Payment Services Conditions as well as amendments that are to your advantage. For example, we may change the language to make conditions clearer and add options for bank accounts. Small amendments of this kind 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, such as explanations about accessing current accounts.

We may also amend these Payment Services Conditions and the Payment Services Information Sheet if we have a valid reason to do so. Examples of valid reasons include a change in circumstances or policy, or the introduction of additional options for your current account. An amendment 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 through one of our communication channels at least two months before the date on which these amendments take effect (changes due to changed laws and regulations or their interpretation or changes with another valid reason).

18.2 How do we inform you about amendments to these conditions?

We will inform you of any amendments to these conditions in good time. If we amend these conditions, we will explain why and what the main consequences are. If you do not agree with the amendment, you may close your current accounts, free of charge, with effect from any time prior to the date on which the amendment takes effect. To give you the chance to do this, we will notify you about any amendments in good time. If you do not close your current accounts, the adjustments will apply from the date indicated.

18.3 When can you terminate a current account?

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

- Your account is overdrawn; in this case, you must first transfer enough money to the current account to increase the balance to € 0.
- An amount set aside is still outstanding; we will explain this situation below.

If anything else has been agreed with you, please contact the bank.

What happens if an amount that has been set aside is still outstanding and you want to terminate the current account?

You can only terminate your current account if no amounts set aside are still outstanding. Any amount that is set aside is cancelled automatically when the bank debits the final amount from the account or if the payment obligation you have agreed with the seller lapses and the seller does not the payment obligation, or if the seller cancels the payment obligation.

18.4 When can we terminate a current account?

We may terminate a current account if:

- You do not comply with the agreements and conditions that apply to a current account.
- Your account is a 'dormant' current account. A dormant current account is an account that has not received any money or been used for any payments for the past 12 months. 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 current account is not terminated or converted into an estate account by your heirs within one year following your death.

When we terminate a current account, we notify you at least two months in advance.

18.5 What happens to the money in a current account when the account is terminated?

If there is still money in your current account when it is terminated (closed), we will transfer that money to another current account or savings account that you have with us. If you no longer have another current account or savings account with us, we will ask you for details of the current account to which we can transfer the money. 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.

18.6 What happens to any interest that you owe or are owed when the current account is terminated?

If you still receive or have to pay interest or fees on the money that was in your current account until the

termination, we will credit the interest or fees to, or debit them from, another current account or savings account that you have with us. If you no longer have another current account or savings account with us, we will ask you for details of a current account with another bank to which we can transfer the 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.

Balances held in current accounts with ABN AMRO Bank N.V. are protected under the statutory Deposit Guarantee Scheme of the Netherlands. For more information, visit abnamro.nl/garantieregeling or call 0900 - 0024*.

* The usual call charges apply. These are set by your telephone provider.