What do the words in italics mean?

Some words in these conditions are printed in italics. These words have a special meaning. The interpretation of these words can be found in the list of definitions at the end of these conditions.

How do you report an accident?

Has an insured been in an accident? Then report this as quickly as possible via telephone number +31 (0)38 496 7123.

What changes are you always required to report?

You must report the following changes to us:

- when you are insured as single person and this situation changes;
- when your household is expanded with a child living at home;
- if you move abroad. Then you will no longer be insured and the insurance will end;
- when you are no longer entitled to student finance.

Please note: you are required to report these changes within 14 days of their occurrence. If you fail to report a change on time, you could receive no or a lower payment in the event of damage.
What does your accident insurance cover?

Permanent disability or death
Your insurance covers payout if an insured becomes permanently disabled or dies due to an accident.

Re-education costs
Is an insured permanently disabled due to an accident and must they change study programmes? Then your insurance also covers the necessary re-education costs.

Please note: The cover applies, unless there is a situation that is never covered by your insurance. Therefore do not just read what is covered by your insurance, but also what is never covered.

What does your accident insurance never cover?

Your insurance NEVER covers a payout for an accident:
- that arose or was caused before the beginning or after termination of your insurance;
- by intent, recklessness, serious fault, serious negligence or an illegal activity in which you have engaged;
- caused by an existing disease or disorder of the insured or if this aggravates the consequences of the accident;
- if it cannot be medically established that the insured has physical injury;
- if the insured rides on a motorcycle or scooter with a cylinder capacity larger than 50cc;
- if the insured participates in a competition or record drive with a vehicle, bicycle or horse;
- if national or international laws or rules prohibit this;
- by making a trip with an aircraft. Please note: this does not apply if the insured is a passenger on an airplane;
- by a glacier or high mountain trip which is customarily made with a guide;
- by suicide or attempted suicide of the insured;
- due to insanity, derangement or a stroke of the insured;
- due to the insured’s intentional participation in a fight;
- due to the insured practising a dangerous sport;
- due to an earthquake, volcanic eruption, flooding, nuclear reaction or acts of war;
- due to terrorism that is not compensated by the Dutch Terrorism Risk Reinsurance Company (Nederlands Herverzekeringsmaatschappij voor Terrorismeschade [NHT]). See also nht.vereende.nl/downloads;
- because an insured is under the influence of alcohol or a narcotic substance; Please note: this does not apply if the insured uses this by prescription of a physician and the insured abides by this prescription.

What happens in the event of an accident and what do we pay out?

When does an accident have to be reported?
Does an insured become permanently paralysed due to an accident? Then you must report this to us as soon as possible, but no later than 6 months after the accident. You may also report this later. However, never more than 3 years after the accident and you must prove that:
- the accident has arisen or was caused after the start and before termination of your insurance;
- the consequences of the accident are not aggravated by a disease or disorder of the insured;
- Does an insured die due to a covered accident? Then the legal heirs must report this to us no later than 48 hours before the funeral.

If an accident is reported too late or you fail to comply with another obligation from these conditions? Then we can refuse payout.

What happens if an accident is reported?
If you report an accident to us, then we will determine what happened and whether the accident is covered.

Does an insured become permanently disabled due to an accident? Then the insured must immediately be examined by a physician. Sometimes we ask a medical expert to assist us in gathering the required information. Or we will ask for a medical examination. The insured is then obliged to cooperate with this.

Does an insured die due to a covered accident? Then the beneficiary must provide us with all the information we need. And give permission for an investigation or autopsy if we require it.

Words that appear in italics are explained in the list of definitions on page 6.
How do we determine whether an accident is covered?
To determine whether an accident is covered we will use these conditions, your policy and the information we have received.

What if the damage is related to terrorism?
Sometimes, we cannot assume responsibility for compensating damage caused by terrorism. In such case, we will only compensate you for damage to the extent that it is insured by the Nederlandse Hervorzekeringsmaatschappij voor Terrorismeschoade (NHT) (Dutch Terrorism Claims Reinsurance Company). A maximum of one billion euros is available each calendar year for all damage caused by terrorism in the Netherlands. This maximum amount applies to all insurers in the Netherlands that are members of the NHT and applies only to events giving rise to damage that is covered under the insurance of these insurers. If the damage caused by terrorism exceeds one billion euros in any year, the NHT will determine the payment percentage. This means that the NHT will decide what percentage it will pay out to the insurers that are members of the NHT. In that event, we will compensate you for that percentage of your damage, less the excess (if applicable). If the total damage is less than one billion euros, or if for any other reason the NHT does not pay out to us, we will pay out as described in these policy conditions. For more information, you can read the Clauses Sheet Terrorism Cover that is part of these policy conditions. This Clauses Sheet is enclosed as an appendix. You can also visit the NHT’s website www.terrorismeverzekerd.nl, for the NHT’s contact details, news and background information. Here you can also find the Claims Settlement Protocol, in which you can read how the NHT handles damage.

If you report the damage two or more years after the NHT has decided whether it is the result of terrorism, any right to compensation of damage will lapse.

How do we determine the amount of the payout of a covered accident and what do we pay out?
The amount of the payout depends on the cover. Below, you can read in what situation we will payout in case of a covered accident.

Permanent disability
For the payout in case of permanent disability we take the insured sum on the policy as a starting point. We multiply this amount with the degree of disability of the insured. We establish this percentage according to the AMA rules. Permanent disability has to be established by the general practitioner within 2 years after the accident. We do not take your occupation or hobby into account when establishing this. Was the insured permanently partially disabled before the accident? Then we will deduct that part from the degree of disability.

Does the insured die before we have established the degree of disability? And is that death not the consequence of the covered accident? Then we pay out an amount that is compatible with the permanent disability before death that can reasonably be expected.

The amount of the payout for permanent disability is determined as soon as it is established that the degree of invalidity will not change anymore. The amount of the payout is established no more than 2 years after the covered accident. Does establishing a payout take longer than 2 years? Then we increase the payout after the first year with an interest of 6 percent.

We pay out the remaining amount to you.

Death
Does an insured die due to a covered accident? Then we pay out the insured amount to the legal heirs. This amount is on the policy.

Re-education costs
Is an insured permanently disabled due to an accident and must they change study programmes? Then we pay out the necessary re-education costs to a maximum of the insured amount. This amount is on your policy.
What other agreements are there?

**When does your insurance start?**
The insurance starts on the starting date. The starting date is on the policy.

**When does your insurance change?**
The insurance will be changed on the date of change. The date of change is on the changed policy. The policy that we have issued previously expires as of the change date.

**In what situations may we change your insurance?**
We may always change the conditions or premium of your insurance on the revision date. We may also change your insurance at other times:

- Do you report a change in the risk? Or are the details on the policy incorrect? Then we may change the premium or conditions.
- Do we want to change the insurance for a specific group of insurances or policyholders at the same time? Then we can always change the premium, conditions or discounts on a date that we choose.

Do you not agree with a change? You may then end the insurance. The insurance will then end on the date of change. You do not do this? Then you accept the change.

**When may you terminate your insurance?**
You may terminate your insurance at any time. You cannot terminate your insurance with retroactive effect.

**When may we terminate your insurance?**
We may terminate your insurance on the revision date. The revision date is on the policy. We must give notice of the termination of the insurance 60 days before the revision date.

We may also terminate your insurance in the following situations:

- within 30 days after a damage has been reported, rejected or paid out;
- if an insured person provides incorrect information, or commits fraud or deception;
- in the event of changes which you must report;
- if you are no longer entitled to the ABN AMRO Student Package [ABN AMRO Studenten Pakket];
- if the ABN AMRO bank account that is linked to this insurance is terminated;
- if you have not paid the premium despite a warning.

**When and how do you pay the premium?**
The policyholder pays the premium each month or year. The premium, costs and insurance tax are automatically debited from your account. If this fails or we do not receive any premium? Then we will send you a warning. Do you fail to pay afterwards? Then 15 days after we have sent you a warning there is automatically no longer any cover. And the insurance ends.

**Prescription**
Claims will be time-barred 3 years after a payout has been made for an accident. Or 3 years after an accident and you did not report it to us.

**Complaints**
If you are not satisfied with this insurance or our service, you can file a complaint with us. For more information on how to report a complaint to us, please go to abnamro.nl/klacht. If you are not satisfied with the outcome, you can submit this to the independent Klachteninstituut Financiële Dienstverlening (Kifid) [Financial Services Complaints Tribunal], P.O. Box 93257, 2509 AG The Hague or via kifid.nl. You may also submit your complaint to a court in the Netherlands.

Words that appear in italics are explained in the list of definitions on page 6.
Protection of privacy and electronic recording
We are bound by the Code of Conduct for the Processing of Personal Data by the Insurance Industry (Gedragscode Verwerking Persoonsgegevens Verzekeraars). You can find this code of conduct on verzekeraars.nl if you search for ‘persoonsgegevens’ (personal data).

If we communicate with each other electronically, for example, via Internet, e-mail or telephone, then we may record this communication electronically. As evidence or to improve our service.

How do we protect you and ourselves against intentionally incorrect information, deception or misleading information?
We assume that we will be informed correctly and completely. If there is a suspicion of intentionally incorrect information, deception or misleading information, we can carry out an investigation. We do this in accordance with guidelines of the Verbond van Verzekeraars, the Dutch Association of Insurers. Because we work with Nationale Nederlanden, we also follow their guidelines. More information on this can be found at abnamro.nl/klantgericht-verzekeren.

After carrying out an investigation, we will take a decision. For example, to immediately terminate the insurance or not to make a payout. We may also terminate other insurances you have taken out with us. In addition, we may decide to demand repayment of payouts and seek recovery of the investigation costs. All these measures are to ensure that you do not pay unnecessary premiums because others misuse their insurance.

External processing of personal data at Stichting CIS
To allow us to conduct a responsible acceptance, risk and fraud policy, we may examine and record details about you and your insurance policies in the central information system (CIS) of the insurance companies operating in the Netherlands (Stichting CIS). The objective of the personal data processing at Stichting CIS is to manage risks and combat fraud for insurers and authorised agents. You can find the privacy statement of Stichting CIS on their website. Contact details Stichting CIS: telephone number: +31 (0)70 333 85 11, website: www.stichtingcis.nl, postal address: Stichting CIS, Postbus 91627, 2509 EE Den Haag

Sanctions regulations
Sometimes, national and international (sanctions) rules may forbid us to conclude an insurance agreement with you. The insurance does not come into being if you or another interested party is on a national or international sanctions list. As we check this retrospectively, a ‘condition subsequent’ applies. The condition subsequent is: “The agreement will only be concluded if it does not appear from testing that it is prohibited, on the basis of sanctions rules, to provide financial services for or on behalf of: policyholder; insured parties, co-insured parties and other (legal) persons who could benefit from the existence of the agreement; representatives and authorised representatives of the policyholder’s company; ultimately beneficial owners of the policyholder’s company”.

Dutch law
This insurance is governed by Dutch law. Does a dispute result in a dispute before a court? Then, the dispute is submitted to a court in the Netherlands.
### List of definitions

<table>
<thead>
<tr>
<th>Definition</th>
<th>Explanation</th>
</tr>
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</table>
| Accident          | is a sudden and unexpected violence as a result of which the insured suffer a physical injury or die. The physical injury should be medically determinable and the violence must be inflicted directly on the insured from the outside. In our definition, accident also includes:  
- sprains, dislocation or tearing of a muscle or tendon;  
- suffocating, drowning, freezing or sunstroke;  
- infection of wounds or blood poisoning arising in connection with an accident; Please note: Does the insured have a medical profession? Then infection or blood poisoning is also covered without an accident;  
- a lack of subsistence due to a shipwreck, getting lost, emergency landing, flood, being snowed in or ice-bound;  
- complications or worsening of an injury due to the emergency response or medical treatment of an accident;  
- lumbago, sprained muscles or strains;  
- a tenosynovitis, whiplash or epicondylitis humeri (tennis elbow);  
- skin injury of a hand or foot due to friction with a hard object;  
- sudden poisoning as a result of inhaling a harmful gas, a harmful vapour or poisonous substance. Please note: this does not include poisoning due to the use of medicine or alcoholic beverage or an allergic reaction;  
- typhus, paratyphoid fever, dysentery or Weil's disease caused by:  
  - an attempt to save a human or animal from the water or another liquid.  
  - an involuntary fall into the water or another liquid;  |
| Acts of war       | Acts of war is organised violence, such as:  
- Armed conflict: Any situation in which states or other organised parties fight against each other, or at least the one against the other, using military force. Armed conflict includes an armed action by a United Nations Peacekeeping Force.  
- Civil war: A more or less organised armed struggle between inhabitants of the same state involving a significant portion of the inhabitants of that state.  
- Insurrection: Organised violent resistance within a state directed against the public authorities.  
- Civil commotion: More or less organised violent acts occurring in different places within a state.  
- Riot: A more or less organised local violent movement directed against the public authorities.  
- Mutiny: A more or less organised violent movement of members of any armed force directed against the authority under which they resort.  |
| AMA rules         | are the last known rules for establishing a degree of disability of the American Medical Association and the Netherlands Association for Neurology and the Netherlands Orthopaedic Association’s additions thereto.  |
| Dangerous sport   | is a sport with a higher than normal chance of physical injury. A dangerous sport in any case includes the following sports:  
- combat sports;  
- ice hockey, bobsleighing, tobogganing, speed skiing, speed racing, ski-jöring, ski jumping, ski flying, figure jumping on freestyle skis, ski mountaineering, para-skiing, heli-skiing, off-piste skiing;  
- parachuting, bungee jumping, hang-gliding, parasailing;  
- abseiling, whitewater rafting, canyoning, jet skiing, potholing or speleology;  
- competitions with a motor vehicle or motor boat.  |
<p>| Earthquake        | is the shaking or trembling of the earth or a landslide.  |
| Flooding          | is the giving way, breaking through or flooding of a dike, quay, sluice or other water defence. Flooding also includes water bursting of the banks.  |
| Insured           | is the person named on the policy as insured.  |
| Lumbago           | is lumbago.  |
| Narcotic substance| is a substance which causes a person to think or act with a decreased degree of awareness than they would have done had they not taken the substance.  |
| Nationale Nederland| is NN Group N.V. of which we are part.  |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nuclear reaction</td>
<td>is a nuclear reaction whereby energy is released such as nuclear fusion, nuclear fission or radioactivity.</td>
</tr>
<tr>
<td>Tennis elbow</td>
<td>is epicondylitis humeri.</td>
</tr>
<tr>
<td>Tendonitis</td>
<td>is tendovaginitis crepetans.</td>
</tr>
<tr>
<td>Terrorism</td>
<td>is terrorism, malicious contamination or taking preventive measures as described in the Clauses Sheet Terrorism Cover. This Clauses Sheet, which is part of these policy conditions, is enclosed as an appendix.</td>
</tr>
<tr>
<td>Usual call charges</td>
<td>are your usual call charges without surcharge. These charges are determined by your telephone provider.</td>
</tr>
<tr>
<td>Verbond van Verzekeraars</td>
<td>[Dutch Association of Insurers] is an association representing the interests of insurers. See also verzekeraars.nl.</td>
</tr>
<tr>
<td>We</td>
<td>is ABN AMRO Schadeverzekering N.V.</td>
</tr>
<tr>
<td>Whiplash</td>
<td>is coup de fouet.</td>
</tr>
<tr>
<td>You</td>
<td>is the person named on the policy as policyholder. This person took out the insurance and must ensure that the premium is paid.</td>
</tr>
</tbody>
</table>
Clauses

Terrorism cover
Version 23 november 2007
(Dutch text is leading)
Article I / Definitions

Where they appear in this clauses sheet and the provisions based thereupon, the following terms shall, unless otherwise stipulated, be understood to mean:

1.1 Terrorism:
Any violent act and/or conduct – committed outside the scope of one of the six forms of acts of war as referred to in Article 3:38 of the Financial Supervision Act [Wet op het financieel toezicht] - in the form of an attack or a series of attacks connected together in time and intention as a result whereof injury and/or impairment of health, whether resulting in death or not, and/or loss of or damage to property arises or any economic interest is otherwise impaired, in which case it is likely that said attack or series - whether or not in any organisational context - has been planned and/or carried out with a view to effect certain political and/or religious and/or ideological purposes.

1.2 Malevolent contamination:
The spreading (whether active or not) - committed outside the scope of one of the six forms of acts of war as referred to in Article 3:38 of the Financial Supervision Act - of germs of a disease and/or substances which as a result of their (in)direct physical, biological, radioactive or chemical effect may cause injury and/or impairment of health, whether resulting in death or not, to humans or animals and/or may cause loss of or damage to property or may otherwise impair economic interests, in which case it is likely that the spreading (whether active or not) - whether or not in any organisational context - has been planned and/or carried out with a view to effect certain political and/or religious and/or ideological purposes.

1.3 Precautionary measures:
Any precautionary measures taken by the authorities and/or insured parties and/or third parties in order to avert the imminent risk of terrorism and/or malevolent contamination or – if such peril has manifested itself – to minimise the consequences thereof.

1.4 Dutch Terrorism Risk Reinsurance Company [Nederlandse Herverzekeringmaatschappij voor Terrorismeschaden N.V.] (NHT):
A reinsurance company incorporated by the Dutch Association of Insurers, to which any liability to pay compensation under any insurance contract which may arise from the manifestation of the risks referred to in Articles 1 (1), 1 (2), and 1 (3), may be ceded.

1.5. Insurance contracts:
a. Non-life insurance contracts insofar as they pertain to risks situated in the Netherlands in accordance with the provisions of Article 1 (1) (p) of the Financial Supervision Act.
b. Life insurance contracts insofar as they are entered into with a policyholder whose regular residence is in the Netherlands, or, if the policyholder is a legal entity, with the establishment of the legal entity to which the insurance contract pertains, whose registered office is in the Netherlands.
c. Funerary in kind insurance contracts insofar as they are entered into with a policyholder whose regular residence is in the Netherlands, or, if the policyholder is a legal entity, with the establishment of the legal entity to which the insurance contract pertains, whose registered office is in the Netherlands.

1.6 Insurers authorised in the Netherlands:
Life, funeral in kind and non-life insurers who are authorised by the Financial Supervision Act to carry on the insurance business in the Netherlands.

Article 2 / Limitation of the cover for the terrorism risk

2.1 If and insofar as, subject to the descriptions contained in articles 1 (1), 1 (2), and 1 (3), and within the limits of the applicable policy conditions, cover is provided for the consequences of an event which is (directly or indirectly) related to:
– Terrorism, malevolent contamination or precautionary measures,
– Any act or conduct in preparation for terrorism, malevolent contamination or precautionary measures, hereinafter to be collectively referred to as ‘the terrorism risk’, the liability to pay compensation on the part of the insurers in respect of any submitted claim to indemnity and/or benefit, shall be limited to the amount of the payment which the insurer receives in respect of said claim under the reinsurance of the terrorism risk with the NHT, in the event of an insurance with wealth creation increased by the amount of the wealth creation which has been realised under the insurance in question. With regard to life insurances the amount of the realised wealth creation shall be set at the premium reserve to be adhered to pursuant to the Financial Supervision Act with respect to the insurance in question.

2.2 The NHT shall provide reinsurance cover for the aforementioned claims up to a limit of liability of EUR 1 billion in respect of any one calendar year. The aforementioned sum shall be eligible for annual adjustment and shall apply to all insurers associated with the NHT together. Any adjustment shall be announced in three national newspapers.

2.3 Contrary to the provisions contained in the aforementioned paragraphs of this article, the limit of indemnity under this contract with respect to any insurance pertaining to:
– loss of or damage to immovable property and/or the contents thereof;
– consequential loss due to loss of or damage to immovable property and/or the contents thereof, shall not exceed EUR 75 million in respect of any one policyholder and any one insured location per annum for all participating insurers as referred to in article 1 together, irrespective of the number of policies issued. For the application of this paragraph insured location shall be understood to mean: all objects insured by the policyholder existing at the address of premises to which the insurance applies, as well as all objects insured by the policyholder located outside the address of premises to which the insurance applies whose use and/or purpose is in relation to the business activities at the address of premises to which the insurance applies. As such shall in any case be considered all objects insured by the policyholder which are located at a distance of less than 50 metres from each other and of which at least one is situated at the address of premises to which the insurance applies.
For the application of this paragraph it shall be provided that, with regard to legal entities, companies and partnerships which are joined in a group, as referred to in Section 2 (24) (b) of the Netherlands Civil Code, all group companies together shall be regarded as one policyholder, irrespective of which group compan(y)(ies) belonging to the group has/have taken out the polic(y)(ies).
3.1 The reinsurance of the insurer with the NHT shall be subject to the Claims Settlement Protocol (hereinafter to be referred to as the Protocol). On the basis of the provisions laid down in said Protocol, the NHT shall be entitled to defer any payment of indemnity or the sum insured until such time as the NHT is able to determine whether and to which extent it has at its disposal sufficient financial resources in order to settle in full all claims for which the NHT provides cover in its capacity as reinsurer. Insofar as the NHT is found not to have sufficient financial resources at its disposal, it shall be entitled in accordance with the provisions in question to pay a partial compensation to the insurer.

3.2 The NHT shall, with due regard for what has been stated in provision 7 of the Protocol, be authorised to decide whether an event in connection with which a claim to compensation is made should be considered as a consequence of the manifestation of the terrorism risk. Any decision taken to that effect and in accordance with the aforementioned provision by the NHT shall be binding upon the insurer, policyholder, insured parties, and the parties entitled to compensation.

3.3 Not until the NHT has notified the insurer of the amount, whether as an advance or not, which will be paid in respect of any one claim to compensation, shall the insured or the party entitled to the payment be entitled to lay claim to the payment as referred to in article 3 (1) in this respect towards the insurer.

3.4 The reinsurance cover by the NHT shall pursuant to provision 16 of the Claims Settlement Protocol only apply to claims for indemnity and/or benefit which are reported within two years after the NHT has established that a certain event of circumstance is regarded as a manifestation of the terrorism risk within the context of this Clauses Sheet.

Clauses sheet Terrorism Cover

Dutch Terrorism Risk Reinsurance Company
[Nederlandse Herverzekeringmaatschappij voor Terrorismeschaden N.V.]
(NHT)

This Clauses Sheet was filed with the Chamber of Commerce in Amsterdam on 23 November 2007 under unaltered number 27178761.