

Information Sheet on Payment Services for Legal Entities

These terms and conditions apply solely to clients who were already a client of ABN AMRO Bank N.V. on 31 August 2019, and/or have become a client of ABN AMRO Bank N.V. after 31 August 2019

This information sheet gives you (referred to hereinafter as the “Client”) more detailed rules and information on topics such as those mentioned in the Bank's General Banking Terms and Conditions and Price List.

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A. Bank card security regulations

General.

To ensure the security of your bank card and prevent its unauthorised use, the Client must take good care of the bank card and PIN code and take all reasonable steps. This means the Client must always safely store and use the bank card, security codes, security devices (such as the Digipass) and PIN code and the Client must have the bank card blocked if necessary. The PIN code used by the Client in combination with the bank card is not the only security code. There are also other security codes the Client has to use to make electronic payments and engage in online banking. These include the codes generated by the Bank's Digipass.

The Client must regularly read and take note of the Bank's updates about the measures to be taken to prevent fraud. The Client undertakes to adhere to the measures required by the Bank to prevent unauthorised use of the bank card.

Storing your bank cards safely, using them and checking them.

1. Always keep your bank card in a safe place.
 - Keep the bank card and your wallet or any other item you use to store your card in a place where others cannot see it, especially when you are not using the bank card;
 - Store your bank card where other people cannot see it;
 - Store your bank card in a way that others cannot access your bank card without you noticing;
 - Be careful not to lose your bank card.

Where we refer to “others” above, this includes your partner, children, family, friends, others who live in your house and visitors.

Explanation.

Keep your bank card on you as much as possible, e.g. by keeping it in a closed inside pocket of the jacket you are wearing. Cards kept in a bag on the back of a bike are easy to remove without you noticing, which means this is not a safe place. Leaving a bank card in a car, boat, tent or sports bag while playing sports is not safe either: someone could take your bank

card without being noticed. Even if you leave the bank card at home, you must keep it in a safe place and ensure sure your home is secure. You should not leave the bank card in temporary accommodation such as a hotel or holiday home unless you can store it in a proper safe.

2. Always use the bank card in a way that keeps it secure.

- Never hand over your bank card to anyone, even if the other person is trying to help you;
- Never let your bank card out of your sight until you have put it away safely. Always check that you receive your own bank card again after use;
- Always store the bank card in a safe place and make sure it cannot become lost easily;
- Follow the instructions on ATMs and payment terminals carefully about ensuring the security of these ATMs and payment terminals;
- Contact the Bank or the contact centre specified by the Bank immediately if you did not receive your bank card back after a payment transaction or ATM withdrawal;
- Do not use your bank card if you know or suspect that using it is not or may not be safe in a given situation;
- Do not allow yourself to become distracted when using the bank card.

3. Check your bank card's security and usage:

- Checking regularly that you still have your own bank card;
- Regularly check the payment transactions carried out using the bank card, as required by the Bank's Terms and Conditions.

Storing and using the security and PIN codes safely.

4. Always keep the PIN code in a safe place.

- If you can choose your own PIN code, make sure the PIN code you select is not easy to guess;
- Destroy the letter informing you of your new PIN code immediately after you have opened it;
- Always learn your PIN code by heart and do not write it down or store it on a device;
- If you really cannot memorise the PIN code, make sure no one can ever decode the notes you make to remind you of your PIN code;
- Do not write these notes on your bank card, store them with your bank card, or keep them next to the devices you use to do your banking;
- Do not tell anyone your PIN code or let anyone see it. This includes your partner, children, family, friends, people who share your home, business associates and employees of the Bank.
- The use of the PIN and security codes and devices (such as the Digipass) is strictly personal: only you are allowed to use the security codes, PIN code and devices, and only as and when instructed by the Bank.

5. Always use the security codes in a way that keeps them safe.

- Make sure others cannot see your PIN code when entering it, e.g. at a payment terminal or ATM;
- Shield the keypad as much as possible when entering your PIN or security codes;
- Do not accept help from anyone when entering your PIN code. Never provide your security code to anyone by phone, email or any means other than;
- The methods specified by the Bank. This also applies if someone who claims they are an employee of the Bank approaches you by phone, email or in person. The Bank will never ask you for security codes in this way.

6. Always secure the devices you use for your banking

This includes the following:

- Make sure the software installed on the devices you use to do your banking (such as a computer, laptop, tablet and/or smartphone) always has all the latest (security) updates. Installed software includes the operating system and security applications such as a virus scanner or firewall;
- Do not install illegal software;

- Secure access to the devices you use to do your banking with an access code;
- Also make sure the Bank's applications running on the devices you use to do your banking cannot be used by any unauthorised persons;
- Always log out when you have completed your banking transactions.

7. Check your bank account

Keep the following in mind:

Always check your electronic or paper account information as soon as possible to check if you can see any transactions you did not authorise. Make sure to do this every two weeks if the Bank provides you with electronic account information. If you still only receive your account information on paper, always check within two weeks of receiving the account information. If the Bank incurs any damage as a result of your inability to check your account information for a while, the Bank may ask you to prove that this was not reasonably possible.

8. Permitted use of security codes

You may only use your security codes when this is permitted by the Bank.

You may only enter your PIN code in:

- ATMs
- payment terminals
- the Digipass provided by the Bank.

Other security codes, such as those indicated by the Digipass, can only be used on the Bank's secure website or other systems. You should never use security codes in any way other than those described above. You should not enter these codes on websites other than those of the Bank. You should never disclose these codes to anyone else. This includes the Bank's employees.

9. If you have good reason to believe that the security of your bank card has been compromised, report this to the Bank immediately.

The following situations are always considered as good reasons to do this:

- You have lost your bank card, you do not know where you left it or your bank card has been stolen;
- Your bank card was not handed back to you after a payment transaction;
- You can see that your bank card has been used for one or more payment transactions that you did not authorise;
- You know or suspect that another person knows, has seen or has used your PIN code.

Please also contact the Bank immediately if you experience anything strange or unusual, such as a different way of logging in. The Bank may block the card in order to limit or prevent any (further) damage. If the Bank gives you instructions, e.g. on how to prevent any new incidents, you must follow these instructions. Again, the Bank will never ask you to provide your security codes.

If your bank card has been lost, stolen or is at risk of any type of unauthorised use, you can also immediately contact CATELLA for CATELLA credit cards, or ICS for ICS credit cards, as well as reporting the situation to the Bank. CATELLA can be reached by phone 24/7 on +352 (0) 355 553 or via Capitol Web. ICS can be reached by phone 24/7 on +31(0)20 6 600 611.

As well as reporting the situation to the Bank and either CATELLA or ICS, you can block your bank card yourself on the Bank app or via Internet Banking. You must also report the situation to the police authorities at the place where the loss or theft occurred within 24 hours.

B. European direct debit (SEPA Direct Debit)

Types of direct debit

The overview below lists the various direct debit types and their main features. The Bank also refers to the Addendum on "European Direct Debit (SEPA Direct Debit)" in this regard.

1. SEPA Direct Debit/standing order.

- Covers multiple payments on an ongoing basis
- The Client signs the written authorisation and returns it to the creditor, who then passes it to their bank for further processing.

2. One-time SEPA Direct Debit (transfer).

- Covers a single payment
- The Client signs the written authorisation and returns it to the creditor, who then forwards it to their bank for further processing.

Refund orders

1. European direct debit refusal

- The Client may refuse collection of a debit based on the notification before it takes place. In this case, the Client requests the Bank not to pay the debit. The Bank will refuse the collection and send a "Reject" message back to the creditor's bank.
- The Client may refuse at any time from the date they receive the notification, but no later than the due date for collection.

2. Refund request

- The Client may request the unconditional refund of a collected amount up to eight weeks from the date their account is debited. The Bank will credit the Client's account and the creditor's bank is always obliged to refund the amount of the original collection to the debtor's bank (the Bank).

The creditor's bank will then debit the creditor's account. If this is not possible due to exceptional circumstances, this constitutes a credit risk for the creditor's bank. The Bank can charge the creditor's bank an interest payment for incorrect collections.

This refund request does not release the debtor from their liability for paying the invoice amount or for coming to an agreement with the creditor concerning the disputed collection.

- If the European direct debit mandate is invalid or does not exist, the Client can request a refund within thirteen months of the debit being collected.
- The Client must send a refund request or a refusal in writing to the ABN AMRO Bank NV (Belgium) branch that manages the Client's account in Belgium. The Client must provide the Bank with sufficient details about the collection (amount, mandate reference, creditor number, etc.)
- In the event of reversal, the Client's account shall be credited as soon as possible, and no later than 10 Bank Working Days from the refund request. The Bank must justify any refusal to make the reversal to the Client within 10 Bank Working Days of receiving the refund request.

If the Client does not agree with the reasons, they may lodge a complaint with the competent officials at the Federal Public Service for the Economy.

When the Bank reverses a collected amount, it does so with the interest date of the earlier debit. A reversal notification is mentioned on the account statement.

Blocking direct debits

The Bank reserves the right to block any payment instrument, including direct debits, at any time for objectively justified reasons relating to the security of the payment instrument, or suspicion of unauthorised or fraudulent use of it, or, in the case of a payment instrument linked to a credit agreement, a substantially increased risk that the Client will no longer be able to meet their payment obligations.

If the Bank blocks a payment instrument such as a direct debit order, the Bank will inform the Client on their account statement or via online banking of the reasons for this, except when this would compromise objectively justified security considerations, or when it is prohibited by other legal provisions in this area. The Bank must unblock the payment instrument as soon as the reasons for blocking it no longer exist.

The Client may also instruct the Bank to block direct debit orders:

- by phone via your normal contact person at the Bank or the Commercial Assistant.
- at the branch of the Bank that manages the Client's account in Belgium.

The Bank must receive the Client's order before 3 pm on the previous Bank Working Day at the latest in order to stop the direct debit on the following Bank Working Day.

C. International transfers

- Payments where the payment service providers of both the instructing party and the beneficiary are located in the European Economic Area (EEA (*)) will only be executed on the basis of the option to share the transfer fees (SHA), even if a different instruction is given.
- Payments where only one of the payment service providers (acting for the instructing party or the beneficiary) is located in the European Economic Area (EEA (*)) can be executed on the basis of a shared transfer fee (SHA) instruction, or where the transfer fee is paid by the beneficiary (BEN) or the instructing party (OUR).

The Bank has more information on international transfers available.

*EEA countries are all the European Union Member States plus Iceland, Norway and Liechtenstein.

D. Bank working days

The Bank may open to carry out certain activities on days that are not Bank Working Days. For example, it may accept payment orders and/or process account balance transactions.

Bank Working Days are days when the Bank can perform (or instruct other parties to perform) all the activities required for the execution of a payment transaction. To calculate the receipt of a payment by the beneficiary, you must also take into account the Bank Working Days of the beneficiary's payment service provider (the "Bank Working Day").

- The following days are not Bank Working Days for any payment orders: Saturday, Sundays New Year's Day, Good Friday, Easter Monday, Labour Day, Christmas Day and Boxing Day.
- For written orders and orders issued by phone via bank branches, and for withdrawals and deposits via bank branches, the following days are also not Bank Working Days in addition to the days listed above: Ascension Day, Whit Sunday (and Whit Monday), Belgian National Day, Assumption Day, All Saints' Day and Armistice Day.

E. Limits

Spending limits may apply depending on the payment service and/or the method of the payment order's delivery.

The relevant limits are set out below and apply unless otherwise agreed.

1. ABN AMRO Gold Card and ABN AMRO Business Card

- Individual card limit: set by the Client (no fixed or maximum spending limit)
- Payment terminal limit: depends on the limit set by the Client

2. ABN AMRO Elite Club Card

- Individual card limit: set by the Client (no fixed or maximum spending limit)
- Payment terminal limit: depends on the limit set by the Client

3. ABN AMRO Elite Horizon Card

- Individual card limit: set by the Client (no fixed or maximum spending limit)
- Payment terminal limit: depends on the limit set by the Client

The Client can also ask the Bank to change the individual card limit or the cash withdrawal limit at the Bank's ATMs. Lower limits may apply to payments made on payment terminals and cash withdrawals abroad. The Bank cannot change this.

The use of the bank card abroad may be restricted (to European countries only, for example). The Client can always ask the Bank whether their bank card is suitable for limited or global use and whether the existing usage options can be changed. If the Client wishes to change the options for using their bank card, they can always request this information from the Bank or directly from CATELLA.

F. Cut-off times and time of receipt for payment orders

The date of receipt for a payment order is:

- the day on which the Bank receives the payment order, provided this is before the agreed cut-off time on a Bank Working Day. If a payment order is not given on a Bank Working Day or if the payment order is given after the agreed cut-off time on a Bank Working Day, the payment order's day of receipt will be on the next Bank Working Day at the latest; or
- the day agreed by the Bank and the Client for the execution of the payment order. If this day is not a Bank Working Day, the payment instruction shall be considered as received on the next Bank Working Day.

The time of receipt for a payment instruction is:

- For payment orders sent by post, the time of receipt is the time shown on the Bank's receipt stamp.
- For payment orders sent by fax, the time of receipt is the automatic time stamp on the incoming fax.
- For payment orders issued by the Client to the Bank by phone, the time of receipt is the time stamp on the recorded phone call

The Bank must receive all payment orders before the times indicated in the table below to ensure they are considered as received on that Bank Working Day:

| <u>Currency</u> | <u>Payment Order received by the Bank for: (either on paper or electronically)</u> |
|--|--|
| <u>EUR – SEPA (showing BIC & IBAN)</u> | <u>2:30 pm</u> |
| <u>EUR – International payment</u> | <u>3:00 pm</u> |
| <u>GBP</u> | <u>3:00 pm</u> |
| <u>CHF</u> | <u>10:00 am</u> |
| <u>DKK</u> | <u>10:00 am</u> |
| <u>SEK</u> | <u>10:00 am</u> |
| <u>NOK</u> | <u>10:00 am</u> |
| <u>USD</u> | <u>3:00 pm</u> |

G. Payment order execution times

How soon will your order be executed?

There is a maximum execution time for payment transactions within the territory of the Member States of the European Union and Iceland, Norway and Liechtenstein.

In the case of payment transactions in euros, the beneficiary's bank will receive the payment from the Client's payment account no later than on the Bank Working Day following the instruction date. For payment transactions in currencies other than the euro, the maximum term is four Bank Working Days.

If the Client gives a written order, the time will be increased by one Bank Working Day. If the Bank has to exchange the amount into another currency, the time will be increased by two days.

The Bank executes payment transactions to other countries within a reasonable period after the instruction date.

The above periods must always take into account the cut-off times as mentioned under section E above and the time of receipt of payment orders as described in the General Banking Terms and Conditions.

1. Options

There are two different payment schemes used to process European direct debits:

- **B2B Scheme**

Business-to-business (B2B) is a separate payment scheme that can only be used between a creditor and debtor, neither of whom act as consumers.

Under the B2B scheme, the debtor must inform their bank of the existence of the mandate before the collection can take place. This means the debtor explicitly confirms the signed mandate. The debtor must also inform their bank of any amendments to the mandate.

The B2B scheme is subject to different rules and formalities than the SEPA Direct Debit Core Scheme. This document does not explain the B2B option any further, as ABN AMRO Bank NV (Belgium) does not subscribe to this option and does not offer this service.

- **SEPA Direct Debit Core Scheme**

This scheme is available to both private individuals and professionals. ABN AMRO Bank NV (Belgium) subscribes to this option in the capacity of the debtor's Bank. The specifications below are only relevant for the SEPA Direct Debit Core Scheme.

2. The mandate

The mandate is the agreement between the Client (debtor) and their supplier (creditor) for the payment of an invoice for a service/product by means of a European direct debit. The mandate is used for collections.

After signing, the debtor returns the mandate to the creditor, who then hands it over to their bank for further processing.

- Pre-notification: the creditor sends a pre-notification to the Client at least 14 calendar days before the invoice payment is debited, stating the amount and date of collection (unless otherwise agreed with the Client). This pre-notification can be sent as a separate document or together with the invoice to be debited.
- Validity of the mandate: the mandate is valid unless it is revoked by the various parties or until no use has been made of the mandate for 36 months since the last collection.

3. European direct debit refusal or refund

a. European direct debit refusal

On the basis of the notification, the debtor may refuse the collection before it has taken place. In that case, the debtor requests their bank not to pay the collection. The debtor's bank will then refuse the collection and send a "Reject" message to the creditor's bank.

The debtor may refuse from the day they receive the notification, but no later than on the collection's due date.

b. Refund request

The debtor can request the unconditional refund of the collection for up to 8 weeks from the collection. If the European direct debit mandate is invalid or does not exist, the debtor can request a refund of the debit within thirteen months of its collection.

The Client must submit a refund request or refusal in writing to ABN AMRO Bank NV (Belgium). The Client must provide the Bank with sufficient details about the collection (amount, mandate reference, creditor number, etc.)

All other disputes must be settled between the creditor and debtor (Client).

4. Debtor protection

The Client has a number of protection options against potential unauthorised use of the European direct debit mandate by creditors.

- Restrictions on the use of the mandate:
 - o Maximum amount per payment
 - o Maximum frequency of payments within a given period
- The Client can specify creditors from whom direct debit requests may or may not be accepted;
- The Client can prevent the account from being debited by any European direct debits.

In that case, the debtor (Client) should contact ABN AMRO Bank NV (Belgium) via their relationship manager. The above restrictions must be specified on the relevant documents. The Client must sign the document for approval.