This is an English translation of an original Dutch contract. Should a conflict arise between this English translation and the text of the Dutch original, the original Dutch text will prevail. In this English translation of a contract originally drawn up in accordance with Dutch law, certain Dutch legal terms have been translated into English. The Dutch legal terms may be either unknown or not used in the same way in English law. Insofar as the law permits, this contract is governed by Dutch law and must be interpreted in accordance with Dutch law.

CTA CUSTOMER CONTRACT

The parties:

1. the customer for whom a CTA is opened and who is signing the present CTA Customer Contract to this end, hereinafter referred to as '**you**' or '**your**';

2. **ABN AMRO Clearing Bank N.V.,** a public limited company incorporated under Dutch law that has its registered office in Amsterdam and is registered in the Trade Register of the Chamber of Commerce under number 33170459, hereinafter referred to as '**we**', '**us**' or "**AACB**"; and

   solely with a view to article 1 of this CTA Customer Contract:
3. **BUX B.V.**, a public limited company incorporated under Dutch law that has its registered office in Amsterdam and is registered in the Trade Register of the Chamber of Commerce under number 58403949, hereinafter referred to as '**BUX**'.

You are opening a BUX Savings Account with ABN AMRO Bank and possibly a BUX Investment Account with BUX. In connection therewith you are opening a Cash Trading Account ('**CTA**') with AACB. In this CTA Customer Contract certain terms have capital letters. The meaning of these terms is explained in article 1 of the CTA General Terms and Conditions.

This CTA Customer Contract records the arrangements made between you, BUX and AACB concerning this CTA. These are the starting points of our agreements:

- You are entering a service provision relationship with BUX. Through BUX you are opening a BUX Savings Account with ABN AMRO Bank and possibly you a BUX Investment Account with BUX for trading in Financial Instruments.
- In the context of this service provision relationship with BUX, you are opening a CTA with AACB. On this CTA, held with AACB, you can deposit money that may be used for the provision of services by BUX. AACB is a bank subject to supervision. If you have a BUX Investment Account, the money deposited on your CTA can be used to conduct Transactions. If you have a BUX Savings Account, you can transfer money from your CTA to your BUX Savings Account. All communications concerning your CTA should take place via BUX, unless we have agreed otherwise. You can use your BUX App/ WebApp to view the balance on your CTA. In your BUX App/ WebApp. You may also give instructions to BUX. If you have any questions regarding your CTA, you may contact BUX.

- The CTA is not a payment account. Your CTA is intended to be used exclusively to transfer money to your BUX Savings Account or your Contra Account and to keep money that is intended for the execution of Transactions. You may not use the CTA for any other purposes.
- You can make a Deposit into your CTA by using the payment module offered by a payment service provider designated by BUX, or from your Contra Account.
- The balance on the CTA may not be negative. You can only transfer money from your CTA to your BUX Savings Account or your Contra Account or perform Transactions if there are sufficient funds in the CTA.

1. EXCLUSIVE MANDATE AND POWER OF ATTORNEY

By signing this CTA Customer Contract, you grant a mandate to BUX. This means that BUX may give instructions to AACB concerning your CTA or for the execution of orders concerning your CTA. This mandate is explicitly limited to acts that are necessary in order for BUX to execute Transactions. These include charging costs.

This mandate is exclusive. This means that you cannot perform any transactions with respect to your CTA yourself. You always do that through BUX. In your BUX App/ WebApp you can issue orders to BUX.

By signing this CTA Customer Contract, you irrevocably authorise AACB to take any action on your behalf that may be necessary for the performance of the services, the discharge of this CTA Customer Contract and the performance of the CTA General Terms and Conditions. We are also authorised to act as your counterparty, even if there is a conflict of interest.

2. RIGHT OF PLEDGE

By signing this CTA Customer Contract, you declare, and where applicable confirm, that you wish to create the right of pledge referred to in article 24 of the 2017 General Banking Terms and Conditions and wish to grant AACB the power of attorney referred to in these terms and conditions to create the right of pledge referred to above. You also declare, and where applicable confirm, that you are authorised to create the abovementioned right of pledge.

This right of pledge is created when this CTA Customer Contract enters into force. This CTA Customer Contract is a deed of pledge. By signing this CTA Customer Contract, you notify AACB of the pledge created in our favour.

3. TERMS AND CONDITIONS

The relationship between you and AACB is subject to the following conditions:

- the **CTA General Terms and Conditions** (as amended, supplemented or re-adopted from time to time), which are attached to this CTA Customer Contract as Annex I; and

- the **2017 General Banking Terms and Conditions** (as filed with the registry of the Court of Amsterdam on 29 August 2016, and as amended from time to time in accordance with their provisions), which are attached to this CTA Customer Contract as Annex II.

By signing this CTA Customer Contract, you declare, and where applicable confirm, that the information you have provided is correct and complete. You also declare, and where applicable confirm, that you have received a copy of the above-mentioned terms and conditions and that you accept these terms and conditions by signing this CTA Customer Contract. You furthermore declare, and where applicable confirm, that you explicitly consent to our sending you the general terms and conditions and any amendments made to them by electronic means, which is taken to include by posting them on our website (www.abnamroclearing.com) or on BUX's website (www.bux.com).

4. APPLICABLE LAW AND FORUM

This CTA Customer Contract is governed by Dutch law. Disputes that may arise between you and AACB concerning this CTA Customer Contract shall be submitted to the competent court in Amsterdam. In derogation of this, AACB may submit a dispute to a foreign or domestic court that has jurisdiction over you.

In deviation from the above, you are also entitled to submit any disputes to an authorised dispute resolution body, including the Financial Services Complaints Tribunal (KiFiD), subject to the Regulations of the Financial Services Disputes Committee (KiFiD) on mediation and recommendations (both binding and otherwise). These regulations have been published on KiFiD's website.

The following notice contains information on us.

Our full name according to our articles of association is ABN AMRO Clearing Bank N.V. Our telephone number is +0031 900-0024. Our URL is www.abnamroclearing.com. We are registered in the Trade Register of the Chamber of Commerce under number 33170459.

ABN AMRO Clearing Bank N.V.'s registered office is located at Gustav Mahlerlaan 10, Amsterdam (PO Box 283, 1000 EA Amsterdam), the Netherlands.

ABN AMRO Clearing Bank N.V. holds a banking licence issued by the Dutch Central Bank (De Nederlandsche Bank N.V.) under relation number B0576 and is listed in the register maintained by the Dutch Authority for the Financial Markets (AFM) under license number 12000045.

The following notice is intended for those whose personal data are included in this document.

We will handle your personal data with due care in full accordance with the General Data Protection Regulation. We will process your personal data as part of our efficient and effective system of operational management, with a particular focus on the following activities:

- assessing and accepting customers (both current and potential), concluding and performing contracts with a data subject and settling payments;
- analysing personal data for statistical and scientific purposes;
- performing (targeted) marketing activities in order to establish a relationship with a data subject and/or in order to maintain or extend a customer relationship;
- safeguarding the security and integrity of the banking sector, including combating, preventing and investigating any data breaches or attempted data breaches directed against us, our customers and staff, as well as using and participating in warning systems; and
- complying with statutory obligations.

followed by signatures –

5. SIGNATURE

Your signature is an electronic signature as referred to in Article 15a of Book 3 of the Dutch Civil Code and Regulation (EU) No. 910/2014 on electronic identification and trust services for electronic transactions in the internal market and has the same legal effect as a handwritten signature affixed by you.

By signing, you declare that you agree with this CTA Customer Contract and that you have received the Deposit Guarantee Scheme information sheet attached as Annex II to this CTA Customer Contract.

(This CTA Customer Contract will not be signed by us. Our agreement with each section of the contract is evidenced by our performance of the contract.)
ABN AMRO Clearing Bank N.V.

Acceptance of the provisions of article 1 of this CTA Customer Contract:

(This CTA Customer Contract will not be signed by BUX. BUX's agreement with each section of the CTA Customer Contract is evidenced by its performance of the contract.)
BUX B.V.

Annex I
General CTA Terms and Conditions

This is an English translation of an original Dutch contract. Should a conflict arise between this English translation and the text of the Dutch original, the original Dutch text will prevail. In this English translation of a contract originally drawn up in accordance with Dutch law, certain Dutch legal terms have been translated into English. The Dutch legal terms may be either unknown or not used in the same way in English law. Insofar as the law permits, this contract is governed by Dutch law and must be interpreted in accordance with Dutch law.

CTA GENERAL TERMS AND CONDITIONS

The Cash Trading Account (CTA) is used in conjunction with the BUX Savings Account, which can be opened with ABN AMRO Bank through BUX, and the BUX Investment Account, which can be opened with BUX. The CTA is needed to support for the service provision of BUX. You can deposit funds into your CTA. These funds can be used to trade in Financial Instruments through your BUX Investment Account. You may also transfer the money to your BUX Savings Account.

If you have a CTA, the agreements in the CTA Client Agreement, the CTA General Terms and Conditions and other applicable terms and conditions apply. These are the starting points of the agreements in these documents:

- You have entered into or are entering into a service provision relationship with BUX. Through BUX you open a BUX Savings Account with ABN AMRO Bank and/ or you open or hold a BUX Investment Account with BUX for the purpose of trading in Financial Instruments.
- In the context of this service provision relationship with BUX, you have or open a CTA with AACB. By means of this CTA you can deposit your money with AACB. AACB is a bank subject to supervision. If you have a BUX Savings Account, you can transfer money in your CTA to your BUX Savings Account. If you have a BUX Investment Account, the money on your CTA can be used to conduct Transactions.
- All communications concerning your CTA should take place via BUX, unless we have agreed otherwise. You can view the balance in your CTA via your BUX App/ WebApp. In your BUX App/ WebApp you may also give instructions to BUX with respect to your CTA. If you have any questions regarding your CTA, you may contact BUX.
- The CTA is not a payment account. Your CTA is intended to be used exclusively for transferring money to your BUX Savings Account or your Contra Account and for performing Transactions. You may not use the CTA for any other purposes.
- You can make a Deposit into the CTA by using the payment module offered by a payment service provider designated by BUX, or from your Contra Account.
- The balance on the CTA may not be negative. You can only transfer money from your CTA to your BUX Savings Account or to your Contra Account or perform Transactions if there are sufficient funds in the CTA.

ABN·AMRO Clearing

BUX by ABN·AMRO

1 DEFINITIONS

1.1 These CTA General Terms and Conditions use a number of predefined terms, which are defined below:

AACB	ABN AMRO Clearing Bank N.V., a public limited company incorporated under Dutch law that has its registered office in Amsterdam.
ABN AMRO Bank	ABN AMRO Bank N.V., including its group companies.
BUX	BUX B.V., a private company with limited liability incorporated under Dutch law that has its registered office in Amsterdam.
BUX App/ WebApp	Your personal digital environment in the BUX app or BUX webapp made available by BUX in connection with your service relationship with BUX.
Civil Code	The Dutch Civil Code.
Contra Account	A payment account with an IBAN number, held by the Customer with ABN AMRO Bank N.V. or with another bank and of which the Customer has notified AACB and which AACB has registered and accepted.
Contract	The CTA Customer Contract and any other contract entered into by AACB and yourself concerning the CTA.
CTA (Cash Trading Account)	The euro-denominated account you have opened with AACB that is to be used in combination with your BUX Savings Account and/or your BUX Investment Account.
CTA Terms and Conditions	These CTA General Terms and Conditions, as amended, supplemented or re-adopted from time to time and the 2017 General Banking Conditions.
Financial Instrument	A financial instrument as defined in Section 1 (1) of the Dutch Financial Supervision Act, which you can buy or sell through the agency of BUX.
Investment Account	The investment account you have opened with BUX for the purpose of trading in Financial Instruments.
Make a deposit (into your CTA) / Deposit	You can deposit money into your CTA in the ways indicated in article 5.3 of the General CTA Terms and Conditions.
Payment service-provider	A payment service-provider approved by AACB and used by BUX in connection with article 5.4 of the General CTA Terms and Conditions.

Purchase Transaction	A transaction involving the purchase of a Financial Instrument.
Sale Transaction	A transaction involving the sale of a Financial Instrument.
Savings Account	The savings account you have opened through BUX with ABN AMRO Bank. The Savings Account is held with ABN AMRO Bank.
Transaction	A Purchase Transaction or Sale Transaction.
2017 General Banking Terms and Conditions	The General Banking Terms and Conditions as filed with the registry of the Court of Amsterdam on 29 August 2016.

2 APPLICABLE CONDITIONS

2.1 The Contract and the 2017 General Banking Terms and Conditions apply in addition to these CTA General Terms and Conditions.

2.2 In the event of a conflict between the various applicable terms and conditions and other documents as set out below, the terms and conditions or documents listed higher will prevail over the terms and conditions listed lower:

a. the Contract;
b. the General CTA Terms and Conditions;
c. the 2017 General Banking Terms and Conditions.

2.3 AACB may also be bound by regulations laid down by government agencies, the courts or another public-law or private-law entity with a supervisory or regulatory task.

3 (OPENING THE) CTA

3.1 The CTA relates to your service provision relationship with BUX. In this context, we distinguish between two different situations. If you open a CTA with AACB because you are entering a new service relationship with BUX, paragraph 3.1 applies. If you already have a CTA with AACB in connection with an existing Investment Account and later open a BUX Savings Account, paragraph 3.3 is also applicable.

3.2 In your BUX App/ WebApp you apply for a BUX Savings Account and a CTA. You can start using the CTA as soon as you can see your CTA in your BUX App/ WebApp.

3.3 If you already have a CTA because you have a BUX Investment Account and later you open a BUX Savings Account, you use your CTA for the BUX Savings Account as well. You can open a BUX Savings Account your BUX App/ WebApp.

3.4 AACB does not enter into Contracts with American taxpayers. You must notify AACB immediately if you become an American taxpayer after opening the CTA. We will close your CTA if you become an American taxpayer. AACB is not liable for any consequences of closing the CTA.

4 JOINT CTA

4.1 A CTA can be opened and held by one or two natural persons. If two natural persons open and hold a CTA, it then becomes a joint CTA.

4.2 The holders of a joint CTA are each authorised to have access to the balance on the joint CTA. A joint CTA may be closed only by both Customers. Moreover, AACB or BUX may ask at any time for an instruction to be given by both Customers.

4.3 Both Customers are jointly and severally liable for any debts owing to AACB or any losses caused to AACB because of their use of the joint CTA. This means that each Customer is liable to AACB for these debts or losses. To the extent that one of the Customers has paid, AACB can no longer recover the same amount from the other Customer. The Customers will settle the consequences of their joint and several liability between themselves.

5 USE OF YOUR CTA

5.1 You will have a claim on AACB to the amount of the credit balance on your CTA. The balance in AACB's accounts determines the size of your claim. AACB owes you no other debts in connection with this Contract.

5.2 You can use your CTA for the sole purpose of transferring money to your BUX Savings Account or your Counter Account and performing Transactions. The CTA is not a payment account nor an account as defined in Title 7B, Book 7, of the Dutch Civil Code. AACB does not supply you with payment services as defined by the Dutch Financial Supervision Act. The balance on the CTA may not be negative. You can only transfer money from your CTA to your BUX Savings Account or to your Counter Account and perform Transactions if your CTA contains sufficient funds. No transactions or other actions will be performed that will or could result in a negative balance.

5.3 You can deposit money into your CTA (1) by means of a bank transfer from your Contra Account, (2) by making a transfer from your bank account if a Contra Account has not yet been specified and if the bank account is regarded as a Contra Account after being registered and accepted by AACB, (3) with the aid of the Payment Service-Provider's payment module, or (4) by another means as agreed between AACB and BUX and communicated to you in writing. In the case of a deposit as referred to in (1) or (2), you should state in your payment order that the funds are to be transferred to account number NL78 ABNA 0104 3055 84. You should include your individual description code in the description section of the payment order. You will find your description code in your BUX App/ WebApp.

5.4 If you make a transfer using a payment module offered by a Payment Service-Provider, the Payment Service-Provider may charge a fee for your deposit, in which case BUX will settle these costs so that the amount credited to your CTA is equal to your deposit.

5.5 You can only claim and dispose of the deposited amount after it has been credited to your CTA. In your BUX App/ WebApp you can see the date on which the amount is credited to your CTA. You will also be able to see any changes in the balance on your CTA in the mobile app distributed by BUX.

5.6 The balance on your CTA may be transferred only to your Contra Account or to your BUX Savings Account. You must give BUX a payment order for this purpose. In principle, you cannot issue any other payment orders or instructions with respect to your CTA.

5.7 The Contra Account must be registered and accepted by AACB. The registration and acceptance process includes an identifying payment. You should do this by depositing at least €0.01 in one of the following ways: (1) the identifying deposit is made by a Payment Service-Provider, after which the deposit is credited back to the Contra Account; or (2) the Payment Service-Provider makes the identifying deposit into your CTA. You can use your CTA and are entitled to access your deposit only once AACB has accepted your CTA application and your Contra Account is linked to your CTA. You can see this in your BUX App/ WebApp. If your application is not accepted, i.e. if it is not accepted within three (3) working days of the receipt of the deposit, AACB will transfer the deposit back to your Contra Account.

6 ROLE PLAYED BY BUX IN THE MANAGEMENT OF YOUR CTA

6.1 BUX manages the CTA on behalf of AACB. Your BUX App/ WebApp contains information on your CTA, Financial Instruments and your BUX Savings Account. BUX is responsible for the accuracy of this information. You will not receive any information from AACB about the balance on your CTA.

6.2 BUX will debit your CTA if you perform a Purchase Transaction or transfer money from your CTA to your BUX Savings Account or your Contra Account. BUX will credit your CTA if you perform a Sale Transaction or if you make a Deposit or if you transfer money from your Savings Account to your CTA. By signing and entering into the Contract, you grant BUX approval to process these movements in your CTA.

6.3 If you perform a Purchase Transaction with respect to a Financial Instrument for which your CTA is not immediately debited for the corresponding amount, but only after a certain period or event, your CTA will be blocked for the relevant amount during the intervening period. You will be able to see in your BUX App/ WebApp the amount for which your CTA is blocked. You will not be able to use the blocked part of the balance to perform Transactions or to transfer the blocked (part of the) balance to your BUX Savings Account or your Contra Account.

6.4 BUX may process movements in your CTA only in the following circumstances:

a. if you make a Deposit into your CTA;
b. if you transfer money from your CTA to your Contra Account;
c. if you deposit money to your BUX Savings Account;
d. if you perform a Transaction;
e. if you receive dividend, interest or another payment in relation to Financial Instruments held on your BUX App/ WebApp; or
f. if BUX compensates you or charges you pre-agreed costs (including costs charged by BUX on AACB's behalf, as referred to in article 18).

7 INTEREST

7.1 AACB is entitled to calculate interest on the cash balance on your CTA. The interest can be positive, negative or zero percent (0%).

7.2 AACB calculates the interest compensation based on the days there has been a balance on your CTA.

7.3 The calculated interest is credited to or debited from your CTA monthly. The interest on your CTA will be credited or debited within 14 days after the end of the month.

7.4 If the interest is negative, the balance on your CTA can be debited by charging negative interest. You must maintain sufficient balance. If the interest becomes negative, AACB will announce this at least 14 days in advance.

7.5 Upon termination of your CTA, AACB will credit the interest due on your CTA, or in the case of negative interest debit it from your CTA, before closing your CTA.

7.6 Further information about interest and interest rates can be found on the BUX website or will be provided to you in another way.

8 DATA-SHARING

8.1 When entering into the Contract, you will provide AACB with the data requested in the Contract.

8.2 AACB may ask you questions about your use of the CTA. In this context AACB will observe the applicable law on privacy.

8.3 At AACB's request, you will cooperate and provide all necessary information to verify your identity, as well as any personal and other data that AACB may consider necessary or relevant in connection with the CTA.

8.4 You are responsible for the accuracy and completeness of the information you provide to AACB, including your address and contact details.

8.5 In the event of any changes in the data you have provided AACB, you will notify AACB of these changes as soon as possible through your BUX App/ WebApp. These data include data you provided when entering into this Contract. AACB will assume that the data provided to it are correct as long as you have not notified AACB of a change through your BUX App/ WebApp and as long as BUX has not processed any such notification. AACB is not liable for any loss arising from the fact that AACB has acted on the accuracy of the data you provided either directly or indirectly, and which later prove to be inaccurate or to have changed.

8.6 Any changes submitted by you will be processed by BUX within a reasonable period.

9 PROCESSING YOUR PERSONAL DATA

9.1 AACB will process your personal data in accordance with the law and regulations.

9.2 In certain situations, AACB is authorised to publish or to disclose to a third party information on its relationship with you. The situations in question include the following:

a. if AACB is obliged to do so by law or by regulation or under a court or similar order enforceable in the relevant jurisdiction;
b. if AACB is obliged to do so by a professional or self-regulating organisation (whether a government entity or a different body), a supervisory authority or under a court or similar order enforceable in the relevant jurisdiction; or
c. if AACB is obliged to do so by a domestic, foreign or international government body.

9.3 In certain cases, a bank may not be permitted (by law or regulation, for example) to inform you that it has disclosed to a third party information on its relationship with you. In such cases, AACB cannot be obliged to inform you of the disclosure of the information in question.

10 COMMUNICATIONS ABOUT YOUR CTA

10.1 You do not have any contacts with AACB, unless we have agreed otherwise. If you have any questions about your CTA you may contact BUX. All other communication is channelled through your BUX App/ WebApp and through email exchanges with BUX. BUX is responsible for the accuracy of this information.

10.2 However, AACB may decide at any time to communicate with you directly.

10.3 If you have a complaint about your CTA, you should contact AACB directly.

11 SAFE USE OF THE CTA

11.1 As soon as your CTA has been opened, you shall take all reasonable steps to safeguard its security. You must also ensure that third parties cannot gain access to your BUX App/ WebApp that you use to access the CTA.

11.2 You must immediately implement security measures in relation to your CTA if BUX or AACB

provides you with or informs you about such security measures. If you fail to implement these security measures, this will qualify as gross negligence. In such an event, any loss or damage resulting from or related to such failure will be attributed to you.

11.3 BUX or AACB will in no circumstances ask you for your login codes or other confidential information in an email or by telephone.

12 WHAT SHOULD YOU DO IF THE CTA IS USED UNLAWFULLY?

12.1 You must immediately inform BUX if the CTA is used in a manner that is not permitted by the Contract, the CTA General Terms and Conditions or any law or regulations, as in the case of fraud.

12.2 You must immediately report to the police any unlawful use of the CTA or instance of fraud.

12.3 You must provide BUX and AACB with all such information and assistance as are needed to investigate the abuse of or unauthorised access to the CTA. AACB and BUX are authorised to pass on this information to payment service-providers, supervisory authorities and/or government entities.

12.4 AACB will ensure that the CTA is blocked and can no longer be used once it has been notified as referred to in article 12.1.

12.5 AACB is not liable for and will not pay you any compensation if you have committed fraud or if you have deliberately acted in contravention of our agreements or if you have committed a grave error in this connection.

12.6 You will indemnify AACB against any claims that third parties may bring against AACB because of your failure to comply with your obligations vis-à-vis AACB or to do so properly or in good time.

13 BANKRUPTCY, SUSPENSION OF PAYMENTS, DEBT RESTRUCTURING AND ATTACHMENT

13.1 If the balance on the CTA is made subject to an attachment order, AACB will block the balance. You will then no longer be able to have free access to the balance against which the attachment order has been made. Any payment as referred to in article 6.4e that is credited to the CTA after the date of the attachment order will also be covered by the attachment.

13.2 AACB will block the balance on your CTA if you are declared bankrupt, if you are granted a provisional or permanent suspension of payments, or if you are made subject to statutory debt restructuring or any other insolvency or restructuring procedure.

13.3 You may no longer be able to access the balance on the CTA yourself if you are placed under guardianship or administration.

13.4 You must immediately inform BUX and AACB in writing if one of the circumstances referred to in article 13 occurs.

14 BANKRUPTCY

14.1 AACB is covered by the deposit guarantee scheme operated by the Dutch central bank (De Nederlandsche Bank). This means, among other things, that, if the Bank is declared bankrupt, the money held in your CTA will be refunded up to a certain maximum ceiling. However, this is subject to certain conditions. Please refer to the information sheet on the Deposit Guarantee Scheme enclosed as Annex II with the CTA Customer Contract or visit www.dnb.nl if you require further information.

15 OTHER GROUNDS FOR BLOCKING THE CTA

15.1 In addition to the grounds for blocking the CTA set out in article 13, AACB may block the CTA on the following grounds:

a. if AACB terminates or ends the relationship with BUX;
b. if the security of your CTA or other customers' CTAs is under threat;
c. if it is suspected that unauthorised or fraudulent use is being made of your CTA or other customers' CTAs;
d. in order to comply with a statutory obligation, a court ruling or a KiFiD decision, or a decision by another dispute resolution body;
e. in order to carry out instructions, directions or guidelines issued by the competent supervisory authority or other government entities;
f. if you act in contravention of the Contract or the General Terms and Conditions;
g. by virtue of AACB's internal procedures;
h. if AACB denies BUX access to the CTA or CTAs; and/or
i. if you use the CTA or the CTAs in a manner that is contrary to the law or regulations or which could damage the reputation of AACB or ABN AMRO Bank, or which could jeopardise the integrity of the banking sector.

If one of the situations referred to in this article occurs, you must immediately notify BUX and AACB in writing. This does not apply to the situations described in article 15.1 a, g and h 15.1or if you otherwise could not reasonably have been aware of the situation.

15.2 If AACB blocks your CTA, it will inform you through your BUX App/ WebApp that your CTA has been blocked and of the reason or reasons for doing so. AACB or BUX may also inform you by email that your CTA has been blocked and of the reason or reasons for doing so. AACB or BUX will notify you before blocking your CTA or, if this not possible, immediately afterwards. If notifying you is or could be contrary to security interests or if it is prohibited under the relevant applicable laws or regulations, AACB or BUX will inform you either at a later point in time or not at all.

15.3 AACB will cease to block the account as soon as the reasons for blocking the account cease to

apply. If the reasons for blocking the account are not of a temporary nature, AACB will transfer the funds in your CTA to your Contra Account.

15.4 AACB is entitled to charge you a fee for blocking a CTA through BUX if there are sound objective reasons for blocking the account.

16 REVERSAL, SUSPENSION AND REFUSAL OF PAYMENT TRANSACTIONS

16.1 AACB reserves the right at all times to reverse, suspend or refuse to perform payment transactions in relation to the CTA, either wholly or in part, if AACB reasonably believes:

a. that this is required in order to comply with laws or regulations;
b. that this is required in order to carry out instructions, directions or guidelines from a competent supervisory authority or other government entities, in order to perform a statutory task;
c. that this is required in order to comply with a court ruling or a KiFiD decision, or a decision by another dispute resolution body;
d. that either BUX or you have committed, or there is a reasonable presumption of, a grave error, fraud or negligence; and/or
e. that, due to other serious situations or circumstances, there is a need to reverse, suspend or refuse to perform such payment transactions.

17 LIABILITY OF AACB

17.1 AACB is not liable for the non-performance or defective performance of a payment order given by BUX. AACB is not liable either for non-performance or defective performance of a payment order by AACB, except where there is wilful misconduct or gross negligence on the part of AACB.

17.2 AACB is not liable should the information about your CTA shown in your BUX App/ WebApp not be correct.

17.3 AACB is liable only for a loss actually sustained by you as referred to in Article 96 of Book 6 of the Dutch Civil Code that is the direct result of an attributable breach on AACB's part to comply with one of its obligations towards you. In no circumstances is AACB liable for indirect or consequential losses, which include in any event loss of profits, missed savings and other unrealised gains or indirect losses. This article does not prejudice the relevant Contract provisions.

17.4 AACB is not liable for any loss or damage of any kind whatsoever that is the result of force majeure as referred to in Article 75 of Book 6 of the Dutch Civil Code, including but not limited to the following:

a. international conflicts;
b. acts of terrorism or other violent or armed actions;
c. acts of god (i.e. natural or environmental disasters);
d. measures taken by a domestic, foreign or international government body;

e. measures taken by a supervisory authority;
f. boycotts;
g. labour disputes and strikes affecting third parties or its own staff; and
h. interruptions to the power supply, communication failures, or failures affecting equipment or software owned by AACB, BUX or third parties.

17.5 AACB is not liable for any loss or damage sustained by you of any kind that is the result of:
a. the unavailability or incorrect or incomplete operation of any website, systems, the internet and/or (telecommunications) networks of AACB or BUX;
b. the use of any website and/or misunderstandings, delays, breaches of data integrity or the inaccurate or incomplete communication of notifications or the inaccurate or incomplete performance of payment orders by AACB or BUX;
c. the fact that information was communicated to you by AACB or BUX electronically;
d. an attributable breach by a third party used by AACB or BUX for processing payment orders in relation to AACB's obligations under the Contract or the CTA General Terms and Conditions;
e. a failure by BUX to discharge its obligations as referred to in article 5.4; and/or
f. breaches by a third party used by AACB or BUX, unless you are able to demonstrate that AACB or BUX failed to observe due care in selecting the third party in question, unless and insofar as any loss actually sustained by you is the direct result of wilful misconduct or a gross negligence committed by AACB or BUX.

18 COSTS

18.1 AACB may charge to your account certain costs invoiced by AACB in connection with the CTA. These costs may also be charged to your account by BUX on AACB's behalf. These costs will be charged against the CTA by AACB or by BUX on AACB's behalf. You authorise AACB and BUX to do so. This means that your CTA will be debited. BUX will inform you if there are not enough funds in your CTA to charge the costs to it. You will then be required to make up the deficit to make sure that the costs can be charged to it.

18.2 In addition to the costs and fees referred to in the Contract or in the General Terms and Conditions, AACB may also charge you other costs and fees relating to AACB's services. Examples of such costs and fees are:
a. the costs of conducting an investigation in AACB's accounts;
b. the costs incurred by AACB in connection with an attachment order made against AACB; and
c. other costs for which AACB reasonably believes that you are responsible.

AACB will inform you if there are not enough funds in your CTA to charge to it the costs and fees referred to in this article. You will then be required to make up the deficit to make sure that the costs can be charged to it.

18.3 You can find information about the costs related to your CTA in your BUX App/ WebApp and/or on BUX's website. AACB is entitled to alter the costs at any time. Any alterations in the costs will be published through your BUX App/ WebApp and/or on BUX's website.

19 AMENDMENTS TO THE TERMS AND CONDITIONS AND THE CONTRACT

19.1 AACB is entitled to supplement and/or amend the Contract, CTA General Terms and Conditions. In doing so, AACB must ensure that supplements or amendments do not unfairly disadvantage you. AACB will notify you at least two months prior to the effective date of every addition and/or amendment, through your BUX App/ WebApp and/or BUX's website and/or by means of a message sent to the email address you have provided.

19.2 If you do not inform AACB before the effective date of the addition and/or amendment that you do not accept it, you will be deemed to have accepted it.

19.3 If you do not accept the addition and/or amendment, you will be entitled to terminate the Contract with immediate effect and without incurring any costs. You can do so in your BUX App/ WebApp or by contacting BUX Customer Support by sending an email to support@bux.com or by using the chat in your BUX App/ WebApp.

19.4 Article 20 applies to a termination as referred to in this article 19, except for article 20.6 and the notice period in article 20.2. If the Contract is terminated in accordance with this article, the General Terms and Conditions continue to apply in unaltered form until the Contract ends.

19.5 AACB may amend the Contract or the General Terms and Conditions with immediate effect if the amendment follows from:

a. an instruction given by a supervisory authority responsible for supervising AACB or BUX;
b. changes in the law and/or regulations;
c. a decision rendered by a court or a complaints or disputes committee; or
d. terms and conditions imposed by or an instruction from Equens and/or Currence (or a company affiliated with Equens and/or Currence).

19.6 AACB is entitled to amend the Contract or the General Terms and Conditions unilaterally if AACB cannot reasonably be expected to maintain them in their unamended form.

20 TERMINATION OF THE CONTRACT

20.1 The Contract is concluded for an indefinite period.

20.2 You are entitled to terminate the Contract at any time. You can do so in your BUX App/ WebApp or by contacting BUX Customer Support by sending an email to BUX at support@bux.com or by using the chat in your BUX App/ WebApp.

20.3 AACB will block your CTA if you terminate your service provision relationship with BUX B.V.

20.4 You must ensure that you no longer issue payment orders to BUX and no longer perform any Transactions after you have terminated the Contract.

20.5 You may be charged certain costs as a result of movements in the CTA performed after the termination of the Contract. Periodic costs are charged on a *pro rata* basis until the date on which the Contract is terminated. Should these costs have been paid in advance, AACB will refund them if applicable.

20.6 If you terminate the Contract within twelve months after entering into the Contract, AACB will be entitled to make a charge in connection with the termination based on the level of cost actually incurred.

20.7 AACB is entitled to terminate the Contract by giving at least two months' notice.

20.8 Both you and AACB are entitled to terminate the Contract with immediate effect, without being obliged to pay any form of compensation, in one or more of the following situations:

a. if an attachment order is made against all or part of your assets;
b. if you, AACB or BUX is declared bankrupt;
c. if you reach a composition with your creditors;
d. if you end your occupation or business or are likely to do so;
e. if you are granted or if BUX is granted a (provisional) suspension of payments;
f. if you are made subject to statutory debt restructuring;
g. if you are placed under guardianship or administration; or
h. if another insolvency or restructuring procedure applies to you or BUX.

20.9 In addition, AACB is entitled to terminate the Contract with immediate effect, without having to pay any form of compensation, in one or more of the following situations:

a. if AACB terminates or ends the relationship with BUX;
b. if there is a change in AACB's or BUX's credit status;
c. if a supervisory authority instructs AACB to do so in connection with its services relating to your CTA;
d. if you die;
e. if you are dissolved or lose your legal personality;
f. if you have not issued any payment orders to BUX and have not performed any Transactions for a period of five years;
g. if the service provision relationship with BUX is terminated;
h. if the security of your CTA or other customers' CTAs is under threat;
i. if it is suspected that unauthorised or fraudulent use is being made of your CTA or other customers' CTAs;
j. if national or international law or regulations allow or oblige AACB to do so;
k. if you act in contravention of the Contract or the General Terms and Conditions;
l. by virtue of AACB's internal procedures;
m. if you use the CTA or CTAs in a manner that is contrary to the law or regulations or which could damage the reputation of AACB or ABN AMRO, or which could jeopardise the integrity of the banking sector; and
n. where AACB or (another entity that forms part of) ABN AMRO Bank has certain important interests as a result of which AACB cannot be expected to continue the

Contract.

20.10 AACB will transfer any credit balance in your CTA to your Contra Account after deducting any unpaid costs or outstanding debts.

20.11 If a Contract is terminated, AACB will close the CTA to which this Contract relates as soon as:

a. the notice period has ended;
b. all costs have been paid;
c. the balance has been transferred to your Contra Account; and
d. the parties no longer owe each other any debts in relation to the Contract.

20.12 BUX or AACB will inform you that the CTA has been closed.

21 TERMINATION DISTANCE CONTRACTS

21.1 A distance contract is an agreement concluded by a consumer entirely online or in respect of which AACB and the consumer communicate exclusively via the internet, by telephone or by post.

21.2 If you enter into a distance contract, you are entitled to dissolve the Contract within a period of fourteen calendar days. You can do so in your BUX App/ WebApp or by contacting BUX Customer Support by sending an e-mail to support@bux.com or by using the chat in your BUX App/ WebApp. This period of fourteen calendar days commences as soon as soon as you can see your CTA in your BUX App/ WebApp. You are entitled to terminate the Contract during this period without giving any reasons and without having to pay any fines. AACB is authorised to charge a fee for any services already provided in respect of the CTA.

21.3 If you give a payment order to BUX, if you perform a Transaction, or if AACB receives a payment intended for you, you will be assumed to have expressly authorised it to commence performing the Contract.

22 TRANSFER AND PLEDGE OF DEBTS

22.1 AACB is authorised to transfer to a third party its rights and obligations under the Contract in whole or in part by means of assignment, transfer of contract, debt transfer, a combination of the above, or in any other manner. AACB is also authorised to transfer to a third party in whole or in part its economic risk in connection with the Contract. If AACB transfers its economic risk, AACB will remain your contractual counterparty in accordance with the provisions of the Contract and the General Terms and Conditions.

22.2 If a situation as described in article 22.1 occurs, you hereby agree in advance to cooperate with the transfer (in whole or in part) by AACB of your relationship with AACB to a third party. You also undertake in such an event to cooperate and perform all legal and other acts that are required for the full or partial transfer of the rights and obligations under the Contract and the General Terms and Conditions.

22.3 You cannot transfer or pledge the Debts. This means, for example, that you cannot agree with another person that this other person will receive the balance in your CTA if you fail to pay a debt that you owe to this other person. This article has effect under property law.

22.4 An exception to article 22.3 applies in the event of a pledge or transfer that is made in favour of AACB or (another entity that forms part of) ABN AMRO Bank.

23 DEATH

23.1 Your surviving relatives should notify BUX as soon as possible in the event of your death. BUX will inform AACB of your death and AACB will then block the CTA until it has received a certificate of inheritance. A civil-law notary issues a certificate of inheritance stating who is entitled to the money held in the CTA. As long as AACB has not received a certificate of inheritance, it may refuse a request from your surviving relatives to transfer the money in the CTA to the Contra Account.

24 GENERAL INFORMATION ABOUT AACB

24.1 The full name of AACB according to its articles of association is ABN AMRO Clearing Bank N.V. The telephone number is 0900-0024. The URL is www.abnamroclearing.com. The Bank is registered in the Trade Register of the Chamber of Commerce under number 33170459.

24.2 ABN AMRO Clearing Bank N.V.'s registered office is located at Gustav Mahlerlaan 10, Amsterdam (PO Box 283, 1000 EA Amsterdam), the Netherlands.

24.3 ABN AMRO Clearing Bank N.V. holds a banking licence issued by the Dutch central bank (De Nederlandsche Bank N.V.) and is listed in the register maintained by the Dutch Authority for the Financial Markets (AFM).

General Banking Conditions 2017

Dutch Banking Association

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

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

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

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

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

Article 1 – Applicability

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

1. These General Banking Conditions (GBC) contain basic rules to which we and you must adhere. These rules apply to all products and services that you purchase or shall purchase from us and the entire relationship that you have or will have with us. This concerns your rights and obligations and ours.

2. For the services that we provide, you shall enter into one or more agreements with us for services (i.e services including also products) that you purchase from us.

If an agreement contains a provision that is contrary to the GBC, then that provision will prevail above the GBC.

3. If you enter into an agreement for a product or service, specific conditions may apply to the agreement. These specific conditions contain rules that apply specifically to that product or that service.
   An example of specific conditions:
   You may possibly enter into an agreement to open a current account. Specific conditions for payments may apply to that agreement.
   If the specific conditions contain a provision that is contrary to the GBC, then that provision will prevail above the GBC. However, if you are a consumer, that provision may not reduce rights or protection granted to you under the GBC.

4. The following also applies:
   a) You may possibly also use general conditions (for example, if you have a business). In that case, the GBC will apply and not your own general conditions. Your own general conditions will only apply if we have agreed that with you in writing.
   b) You may (also) have a relationship with one of our foreign branches. This branch may have local conditions, for example, because they are better geared to the applicable laws in that country. If these local conditions contain a provision that is contrary to a provision in the GBC or a provision in the Dutch specific conditions, then in that respect the local conditions will prevail.

Article 2 – Duty of Care

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

1. We must exercise due care when providing our services and we must thereby take your interests into account to the best of our ability. We do so in a manner that is in accordance with the nature of the services. This important rule always applies. Other rules in the GBC or in the agreements related to products or services and the corresponding special conditions cannot alter this.

   We aim to provide comprehensible products and services. We also aim to provide comprehensible information about these products and services and their risks.

2. You must exercise due care towards us and take our interests into account to the best of your ability. You must cooperate in allowing us to perform our services correctly and fulfil our obligations. By this, we mean not only our obligations towards you but also, for example, obligations that, in connection with the services that we provide to you, we have towards supervisory bodies or tax or other (national, international or supranational) authorities. If we so request, you must provide the information and documentation that we require for this. If it should be clear to you that we need this information or documentation, you shall provide this of your own accord.

You may only use our services or products for their intended purposes and you may not misuse them or cause them to be misused. Misuse constitutes, for example, criminal offences or activities that are harmful to us or our reputation or that could damage the working and integrity of the financial system.

Article 3 – Activities and objectives

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

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

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

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

Article 4 – Non-public information

We are not required to use non-public information.

1. When providing you with services, we can make use of information that you have provided to us. We may also make use of, for example, public information. Public information is information that can be known to everyone, for example, because this information has been published in newspapers or is available on the internet.

2. We may have information outside of our relationship with you that is not public. You cannot require us to use this information when providing services to you. This information could be confidential or price-sensitive information.
   An example:
   It is possible that we possess confidential information that a listed company is experiencing financial difficulties or that it is doing extremely well. We may not use this information when providing investment advice to you.

Article 5 – Engaging third parties

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

1. In connection with our services, we are allowed to engage third parties and outsource activities. If we do so in the execution of an agreement with you, this does not alter the fact that we are your contact and contracting party.
   A few examples:
   a) Assets, documents of title, securities or financial instruments may be given in custody to a third party. We may do so in your name or in our own name.
   b) Other parties are also involved in the execution of payment transactions.

   We can also engage third parties in our business operations to, for example, enable our systems to function properly.

2. You may possibly provide us with a power of attorney for one or more specific legal acts. With this power of attorney, we can execute these legal acts on your behalf. Such legal acts are then binding for you. At least the following will apply with regard to any powers of attorney that we may receive from you:
   a) If a counterparty is involved in the execution, we may also act as the counterparty.
   For example:
   We have your power of attorney to pledge credit balances and other assets that you have entrusted to us to ourselves (see Article 24 paragraph 1 of the GBC). If we use this power of attorney, we pledge your credit balances with us to ourselves on your behalf.
   b) We may also grant the power of attorney to a third party. In that case, this third party may make use of the power of attorney. We are careful in choosing the third party to whom we grant the power of attorney.
   c) If our business is continued (partially) by another party as the result of, for example, a merger or demerger, this other party may also use the power of attorney.

3. We exercise the necessary care when selecting third parties. If you engage or appoint another party yourself, then the consequences of that choice are for your account.

Article 6 – Risk of dispatches

Who bears the risk of dispatches?

1. We may possibly send money or financial instruments (such as shares or bonds) upon your instructions. The risk of loss of or damage to the dispatch is then borne by us. For example, if the dispatch is lost, we will reimburse you for the value.

2. We may also send other goods or documents of title, such as proof of ownership for certain goods (for example, a bill of lading), on your behalf. The risk of loss of and damage to the dispatch is then borne by you. However, if we cause damage through carelessness with the dispatch, then that damage is for our account.

Article 7 – Information about you and your representative

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

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

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

   We may also need this information with regard to your representative.
   Your representative must provide this information to us and cooperate in our verification of this information. This representative may be, for example:
   a) a legal representative of a minor (usually the mother or father)
   b) an authorised representative
   c) a director of a legal entity.

2. Notification of changes
   We must be notified immediately of any changes to the information about you and your representative. This is important for the performance of our legal obligations and our services to you.

   You may not require a representative for your banking affairs initially; however, you may require a representative later on. We must be informed of this immediately.

Consider the following situations, for example:

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

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

Article 8 – Signature

Why do we require an example of your signature?

1. You may have to use your signature to provide consent for orders or other acts that you execute with us. There are written signatures and electronic signatures. In order to recognise your written signature, we need to know what your signature looks like. We may ask you to provide an example of your written signature and we may provide further instructions in connection with this. You must comply with this. This also applies with regard to your representative.

2. We will rely on the example of your signature until you inform us that your signature has changed. This also applies for the signature of your representative.

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

Article 9 – Representation and power of attorney

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

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

   We are not required to (continue to) deal with your representative. We may refuse to do so, due to, for example:
   a) an objection against the person who acts as your representative (for example, due to misconduct)
   b) doubts about the validity or scope of the authority to represent you.

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

2. Changes in the representation
   If the authority of your representative (or his representative) changes or does not exist or no longer exists, you must inform us immediately in writing. As long as you have not provided any such notification, we may assume that the authority continues unchanged. You may not assume that we have learned that the power of attorney has changed or does not exist or no longer exists, for example, through public registers.

   After your notification that the authority of your representative has changed or does not exist or no longer exists, we require some time to update our services. Your representative may have submitted an order shortly before or after this notification. If the execution of this order could not reasonably have been prevented, then you are bound by this.

3. Your representative adheres to the same rules as you. You must keep each other informed.
   All rules that apply to you in your relationship with us also apply to your representative. You are responsible for ensuring that your representative adheres to these rules. You and your representative must constantly inform each other fully about everything that may be important in your relationship with us.
   For example:
   Your representative has a bank card that he or she can use on your behalf. This representative must comply with the same security regulations that you must comply with. When we make these regulations known to you, you must communicate these regulations to your representative immediately.

Article 10 – Personal data

How do we handle personal data?

1. We are allowed to process your personal data and that of your representative. This also applies to data regarding products and services that you purchase from us. Personal data provide information about a specific person. This includes, for example, your date of birth, address or gender. Processing personal data includes, among others, collecting, storing and using it.

   If we form a group together with other legal entities, the data may be exchanged and processed within this group. We may also exchange personal data with other parties that we engage for our business operations or for the execution of our services. By other parties we mean, for example, other parties that we engage to assist with the operation of our systems or to process payment transactions.

   We adhere to the applicable laws and regulations and our own codes of conduct for this.

2. The exchange of data may mean that data enter other countries where personal data are less well-protected than in the Netherlands.

   Competent authorities in countries where personal data are available during or after processing may launch an investigation into the data.

Article 11 (Video and audio) recordings

Do we make video / audio recordings of you?

1. We sometimes make video and/or audio recordings in the context of providing our services. You may possibly appear in a recording. When we make recordings, we adhere to the laws and regulations and our codes of conduct. For example, we make recordings for:
   a) *Sound business operations and quality control*
      We may, for example, record telephone conversations in order to train our employees.
   b) *Providing evidence*
      We may, for example, make a recording of:
      i. an order that you give us by telephone; or
      ii. the telephone message with which you notify us of the loss or theft of your bank card.
   c) *Crime prevention*
      For example: video recordings of cash machines.

2. If you are entitled to a copy of a video and/or audio recording or a transcript of an audio recording, please provide us with the information that will help us to retrieve the recording, for instance: the location, date and time of the recording.

Article 12 – Continuity of services

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

Our services depend on (technical) facilities such as equipment, computers, software, systems, networks and the internet. We try to ensure that these facilities work properly. What can you expect as far as this is concerned? Not that there never will be a breakdown or disruption. Unfortunately, this cannot always be prevented. We are not always able to influence this. Sometimes a (short) disruption of our services may be required for activities such as maintenance. We strive, within reasonable limits, to avoid breakdowns and disruptions, or to come up with a solution within a reasonable period.

Article 13 – Death of a customer

After your death

1. In the event of your death, we must be notified of this as soon as possible, for example, by a family member.

   You may have given us an order prior to your death. This may concern a payment order, for example. Until we receive the written notification of your death, we may continue to carry out orders that you or your representative have given. After we have received the notification of your death, we still require some time to update our services. For this reason, orders that we were given prior to or shortly after the notification of your death may still (continue to) be executed. Your estate is bound by these orders, provided their execution could not reasonably be prevented.

2. If we request a certificate of inheritance, the person who acts on behalf of the estate is required to provide us with it. This certificate of inheritance must be drawn up by a Dutch civil-law notary. Depending on the size of the estate and other factors, we may consider other documents or information to be sufficient.

3. You may have more than one beneficiary. We are not required to comply with information requests from individual beneficiaries. For instance, information requests concerning payments via your account.

4. Relatives may not know where the deceased held accounts. They are then able to acquire information from the digital counter that banks have collectively established on the website of the Dutch Banking Association or another service established for this purpose.

Article 14 – Communicating with the customer

How do we communicate with you?

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

2. Post
   You must ensure that we always have the correct address data. We can then send statements, messages, documents and other information to the correct address. Send us your change of address as soon as possible.

   If, due to your own actions, your address is not or no longer known to us, we are entitled to conduct a search for your address or have one conducted, at your expense. If your address is not or no longer known to us, we are entitled to leave documents, statements and other information for you at our own address. These are then deemed to have been received by you.

   You may make use of one of our products or services together with one or several others. Post for joint customers is sent to the address that has been indicated. If joint customers do not or no longer agree on the address to which the post should be sent, we may then determine which of their addresses we will send the post to.

3. Internet banking
   If you make use of internet banking, we can place statements, messages, documents and other information for you in internet banking. You must ensure that you read those messages as soon as possible.

   In the GBC, internet banking refers to the electronic environment that we have established for you as a secure communication channel between you and us. Internet banking also includes mobile banking and (other) apps for your banking services or similar functionalities.

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

Article 15 – The Dutch language

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

1. The communication between you and us takes place in Dutch. This can be different, if we agree otherwise with you on this matter. English is often chosen for international commercial banking.

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

Article 16 – Use of means of communication

Care and security during communication.

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

Article 17 – Information and orders

Information that we require from you for our services.

1. We require information from you for the execution of our services. If we ask for information, you must provide us with it. It could also be the case that we do not request information but that you should nevertheless understand that we require this information. This information must also be provided.
   For example:
   You have an investment profile for your investments. If something changes as a result of which the financial risks become less acceptable for you, you must take action to have your investment profile modified.

2. Your orders, notifications and other statements must be on time, clear, complete and accurate. For example, if you wish to have a payment executed, you must list the correct number of the account to which the payment must be made.

   We may impose further rules for your orders, notifications or other statements that you submit to us. You must comply with these additional rules. If, for example, we stipulate the use of a form or a means of communication, you are required to use this.

3. We are not obligated to execute orders that do not comply with our rules. We can refuse or postpone their execution. We will inform you about this.

   In specific cases, we may refuse orders or a requested service even though all requirements have been complied with. This could be the case, for example, if we suspect misuse.

Article 18 – Evidence and record keeping period of bank records

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

1. We keep records of the rights and obligations that you have or will have in your relationship with us. Stringent legal requirements are set for this. Our records serve as conclusive evidence in our relationship with you; however, you may, of course, provide evidence to the contrary.

2. The law prescribes the period for which we must keep our records. Upon expiry of the legal recordkeeping period, we may destroy our records.

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

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

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

   Check written statements that you have received from us as soon as possible for errors such as inaccuracies and omissions. The sending date of a statement is the date on which this occurred according to our records. This date can be stated on, for example, a copy of the statement or dispatch list.

   Check whether we execute your orders correctly and fully. Do this as quickly as possible. The same applies to any orders that your representative submits on your behalf.

2. Reporting errors and limiting loss or damage
   The following applies in respect of errors that we make when executing our services:
   a) If you discover an error (in a statement, for example), you must report this to us immediately. This is important because it will then be easier to correct the error and loss or damage may possibly be avoided. Moreover, you are required to take all reasonable measures to prevent an error from resulting in (further) loss or damage.
      For example:
      You instructed us to sell 1,000 of your shares and you notice that we only sold 100. If you would still like to have your instructions carried out to the full, then you should notify us of this immediately. We can then sell the remaining 900. In this way, a loss caused by a drop in prices may possibly be avoided or limited.

      It may be that you are expecting a statement from us but do not receive it. Report this to us as soon as possible. For example, you are expecting an account statement from us but do not receive it. Then we can still send this statement to you. You can check it for any errors.
   b) If we discover an error, we will try to correct it as quickly as possible. We do not require your permission for this. If a statement submitted earlier appears to be incorrect, you will receive a revised statement. It will reflect the fact that the error has been corrected.

   c) Should a loss or damage arise, you may be entitled to compensation, depending on the circumstances.

3. Information provided earlier
   You may receive information that we have already provided to you again if you so request and your request is reasonable. We may charge you for this, which we will inform you about beforehand. We are not required to provide you with information that we have provided earlier if we have a good reason for this.

Article 20 – Approval of bank statements

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

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

Article 21 – Retention and confidentiality requirements

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

1. You must handle codes, forms, (bank) cards or other tools with due care and adequate security. This will enable you to prevent them from falling into the wrong hands or being misused by someone.

2. A code, form, card or other tool may in fact, fall into the wrong hands, or someone may or may be able to misuse it. If you know or suspect such is the case, you must notify us immediately. Your notification will help us to prevent (further) misuse.

3. Take into account that we impose additional security rules (such as the Uniform Security Rules for Private Individuals).

Article 22 – Rates and fees

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

1. You are required to pay us a fee for our products and services. This fee may consist of, for example, commission, interest and costs.

2. We will inform you about our rates and fees to the extent that this is reasonably possible. We will ensure that this information is made readily available to you, for example, on our website or in our branches. If, through an obvious error on our part, we have not agreed upon a fee or rate with you, we may charge you at most a fee according to the rate that we would charge in similar cases.

3. We may change a rate at any time, unless we have agreed with you on a fixed fee for a fixed period. Rate changes may occur due to, for example, changes in market circumstances, changes in your risk profile, developments in the money or capital market, implementation of laws and regulations or measures by our supervisors. If we change our rates based on this provision, we will inform you prior to the rate change to the extent that such is reasonably possible.

4. We are permitted to debit our service fee from your account. This debit may result in a debit balance on your account. You must then immediately clear the debit balance by depositing additional funds into your account. You must take care of this yourself, even if we do not ask you to do so. The debit balance does not have to be cleared if we have explicitly agreed with you that the debit balance is permitted.

Article 23 – Conditional credit entries

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

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

When reversing the credit entry, the following rules apply:

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

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

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

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

c) Insofar as possible, you pledge the assets to us. This pledge arises upon the GBC becoming applicable.
d) You grant us a power of attorney to pledge these assets to ourselves on your behalf and to do this repeatedly. Therefore, you do not have to sign separate deeds of pledge on each occasion. The following also applies to this power of attorney:
   i. This power of attorney furthermore implies that we may do everything necessary or useful in connection with the pledge, such as, for example, give notice of the pledge on your behalf.
   ii. This power of attorney is irrevocable. You cannot revoke this power of attorney. This power of attorney ends as soon as our relationship with you has ended and is completely settled.
   iii. We may grant this power of attorney to a third party. This means that the third party may also execute the pledge. For example:
   If we form a group together with other legal entities, we may, for instance, delegate the execution of the pledge to one of the other legal entities.
   This power of attorney arises upon the GBC becoming applicable.
e) You guarantee to us that you are entitled to pledge the assets to us. You also guarantee to us that no other party has any right (of pledge) or claim to these assets, either now or in the future, unless we explicitly agree otherwise with you.

2. In respect of the right of pledge on the assets, the following also applies:
   a) You can ask us to release one or more pledged assets. We will comply with this request if the remaining assets to which we retain rights of pledge provide us with sufficient cover for the amounts that you owe us or will come to owe us. By release, we mean that you may use the assets for transactions in the context of the agreed upon services (for example, use of your credit balances for making payments). For assets that we keep for you, release means that we return the assets to you. Other forms of release are possible if we explicitly agree upon this with you.
   b) We may use our right of pledge to obtain payment for the amounts that you owe us. This also implies the following:
      i. If you are in default with regard to the payment of the amounts that you owe to us, we may sell the pledged assets or have them sold. We may then use the proceeds for the payment of the amounts that you owe us. You are considered to be in default, for example, when you must pay us an amount due by a specific date and you do not do so. We will not sell or have any more of the pledged assets sold than, according to a reasonable assessment, is required for payment of the amounts that you owe us.
      ii. If we have a right of pledge on amounts that we owe you, we may also collect these amounts. We may then use the payment received for the payment of the amounts that you owe us, as soon as those payments are due and payable.
      iii. If we have used the right of pledge for the payment of the amounts that you owe us, we will notify you of this fact as soon as possible.

Article 25 – Set-off

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

1. We may at any time offset all amounts you owe us against all amounts we owe you. This offsetting means that we "cancel" the amount you owe us against an equal amount of the amount we owe you. We may also offset amounts if:
   a) the amount you owe us is not due and payable
   b) the amount we owe you is not due and payable
   c) the amounts to be offset are not in the same currency
   d) the amount you owe us is conditional.

2. If we wish to use this article to offset amounts that are not due and payable, there is a restriction. We then only make use of our set-off right in the following cases:
   a) Someone levies an attachment on the amount we owe you (for example, your bank account credit balance) or in any other manner seeks recovery from such claim.
   b) Someone obtains a limited right to the amount we owe you (for instance, a right of pledge on your bank account credit balance).
   c) You transfer the amount we owe you to someone else.
   d) You are declared bankrupt or subject to a (temporary) moratorium of payments.
   e) You are subject to a legal debt management scheme or another insolvency scheme.

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

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

4. Amounts in different currencies are set off at the exchange rate on the date of set-off.

Article 26 – Collateral

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

1. You undertake to provide us with (additional) collateral as security for the payment of the amounts that you owe us immediately at our request. This collateral may, for example, be a right of pledge or a mortgage on one of your assets. The following applies with regard to the collateral that you must provide to us:
   a) This collateral serves as security for the payment of all amounts that you owe us or will come to owe us. It is not relevant how these debts arise. These debts could arise due to, for example, a loan, credit (overdraft), joint and several liability, suretyship or guarantee.

b) You are not required to provide more collateral than is reasonably necessary. However, the collateral must always be sufficient to cover the amounts that you owe us or will come to owe us. In assessing this, we take into account your risk profile, our credit risk with you, the (coverage) value of any collateral that we already have, any change in the assessment of such factors, and all other factors or circumstances for which we can demonstrate that they are relevant for us.
c) You must provide the collateral that we require. If, for example, we request a right of pledge on your inventory, you cannot provide us with a right of pledge on company assets instead.
d) Providing collateral could also be that you agree that a third party, who has obtained or will obtain collateral from you, acts as a surety or guarantor for you and is able to take recourse against such. This agreement also includes that we may stand surety or act as guarantor for you towards that third party and that we are able to take recourse from the collateral that we will obtain or have obtained from you.
e) If we demand that existing collateral be replaced by other collateral, you must comply.

This undertaking arises upon the GBC becoming applicable.

2. If another bank continues all or part of our business and as a consequence you become a client of this other bank, there is the issue of whether the other bank can make use of our rights of pledge and rights of mortgage for your debt. In the event that no explicit agreement is made at the time of the establishment of the right of pledge or right of mortgage, the agreement applies that this right of pledge or right of mortgage is intended as security not only for us but for the other bank as well. If the collateral pertains to future amounts that you may come to owe us, this also applies to the future amounts that you may come to owe that other bank.

3. We can terminate all or part of our rights of pledge and rights of mortgage at any moment by serving notice to this effect. This means, for example, that we can determine that the right of pledge or right of mortgage does continue to exist but, from now on, no longer covers all receivables for which it was initially created.

4. If we receive new collateral, existing collateral will continue to exist. This is only different if we make an explicit agreement to that effect with you on this. An example is the case where we mutually agree that you should provide new collateral to replace existing collateral.

5. It may be that we, by virtue of previous general (banking) conditions, already have collateral, rights to collateral and set-off rights. This will remain in full force in addition to the collateral, rights to collateral and set-off rights that we have by virtue of these GBC.

Article 27 – Immediately due and payable

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

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

a) We may then declare all amounts that you owe us immediately due and payable, including the claims arising from an agreement with which you do comply. We will not exercise this right if the default is of minor importance and we will comply with our duty of care as specified in Article 2 paragraph 1 of the GBC.
   For example:
   Suppose you have a current account with us on which, by mutual agreement, you may have a maximum overdraft of € 500. However, at one point in time your debit balance amounts to € 900. You then have an unauthorised debit balance of € 400 on your current account. If, in addition, you have a mortgage loan with us, this deficit is not sufficient reason to demand repayment of your mortgage loan. Of course, you must comply with all of your obligations in connection with the mortgage loan and settle the deficit as soon as possible.
b) If we do declare our claims immediately due and payable, we will do so by means of a notice. We will tell you why we are doing so in that notice.

Article 28 – Special costs

Which special costs may we charge you?

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

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

Article 29 – Taxes and levies

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

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

Article 30 – The form of notifications

How can you inform us?

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

Article 31 – Incidents and emergencies

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

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

Article 32 – Invalidity or annulability

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

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

Article 33 – Applicable law

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

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

Article 34 – Complaints and disputes

How do we resolve disputes between you and us?

1. We would very much like you to be satisfied with the providing of our services. If you are not satisfied, do inform us of this. We will then see if we can offer a suitable solution. Information about the complaints procedure to be followed can be found on our website and is also available at our offices.

2. Disputes between you and us shall only be brought before a Dutch Court. This applies when you appeal to a court as well as when we do so. Exceptions to the above are:
   a) If mandatory law indicates a different competent court, this is binding for you and us.
   b) If a foreign court is competent for you, we can submit the dispute to that court.
   c) You can refer your dispute with us to the competent disputes committees and complaint committees.

Article 35 – Terminating the relationship

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

1. You may terminate the relationship between you and us. We can do so as well. It is not a condition that you are in default with regard to an obligation in order for this to occur. When we terminate the relationship, we adhere to our duty of care as specified in Article 2 paragraph 1 of the GBC. Should you inquire as to why we are terminating the relationship, we will inform you in that respect.

2. Termination means that the relationship and all on-going agreements are terminated. Partial termination is also possible. In this case, for example, certain agreements may remain in effect.

3. If there are provisions for the termination of an agreement, such as a notice period, they shall be complied with. While the relationship and the terminated agreements are being settled, all applicable provisions continue to remain in force.

Article 36 – Transfer of contracts

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

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

Article 37 – Amendments and supplements to the General Banking Conditions

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

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

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