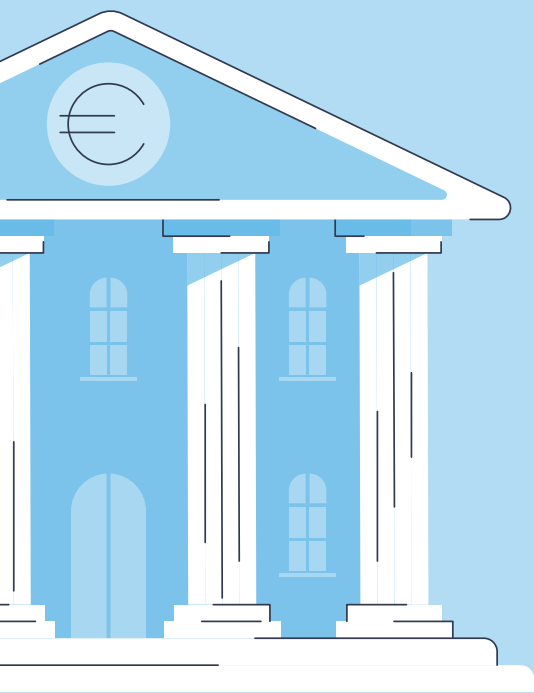
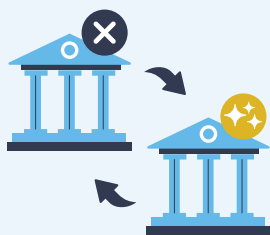


The Bank Switching Service:

for a seamless transfer of
your payment transactions



WHAT DOES THE BANK SWITCHING SERVICE OFFER?



Do you wish to switch your payment and/or savings accounts from one Belgian bank to another as a private customer?

The **free** bank switching service allows you to switch quickly and easily, without interrupting your payments.

HOW DOES THE BANK SWITCHING SERVICE WORK?

Switching banks is easy. You only have to take the following steps:

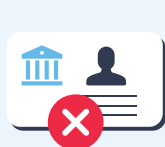


1. Open a payment and/or savings account with your new bank, at your local bank branch or online (unless you have already done so).

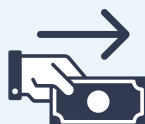


2. Apply for a bank switching service at your new bank using an application form that is provided by the bank. Depending on the bank, the application can be made online or at a branch.

It is important that you specify the services you need:



1. The **transfer** of all payment orders and the **settlement** of your previous payment account.



2. Just **transfer** of all payment orders.



3. Just **settlement** of your previous payment and/or savings account.

The settlement of your previous savings account can only be carried out by the new and previous banks figuring on the list published on www.bankswitching.be.

The change of bank takes place at least 10 banking days and no later than one month after you submit your request. You can choose the date of the switch yourself.¹

We will walk you through the steps your new bank and your former bank must take, allowing you to make a well-considered choice.

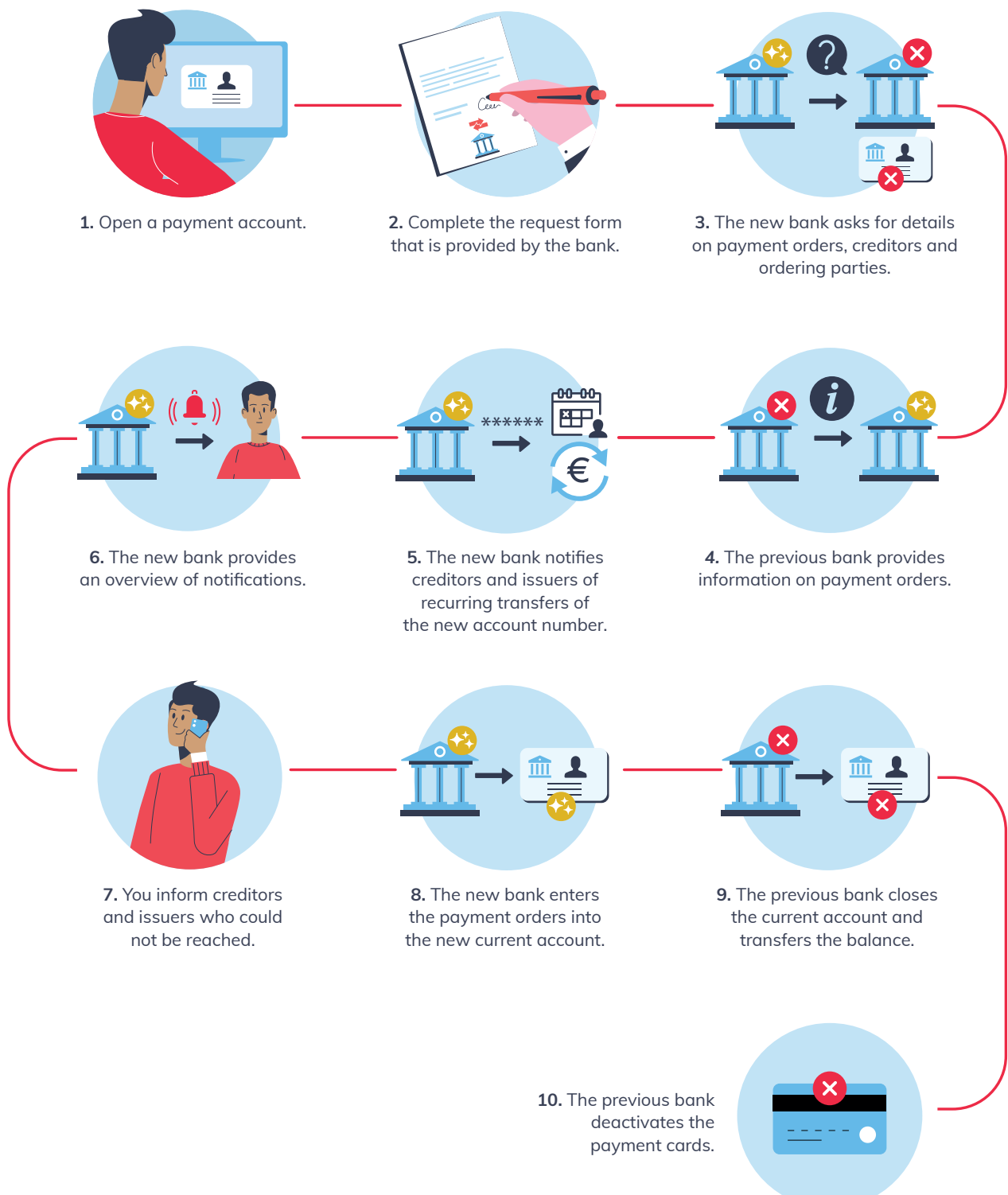
¹ The requested switching date must be a date **no earlier than 10 bank working days and no later than 1 month after request date**.

1. You want your payment orders to be transferred and your former payment account to be settled.

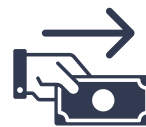


Your new bank will arrange the transfer of your payment orders and settlement of your former payment account with your former bank.

THE STEPS:



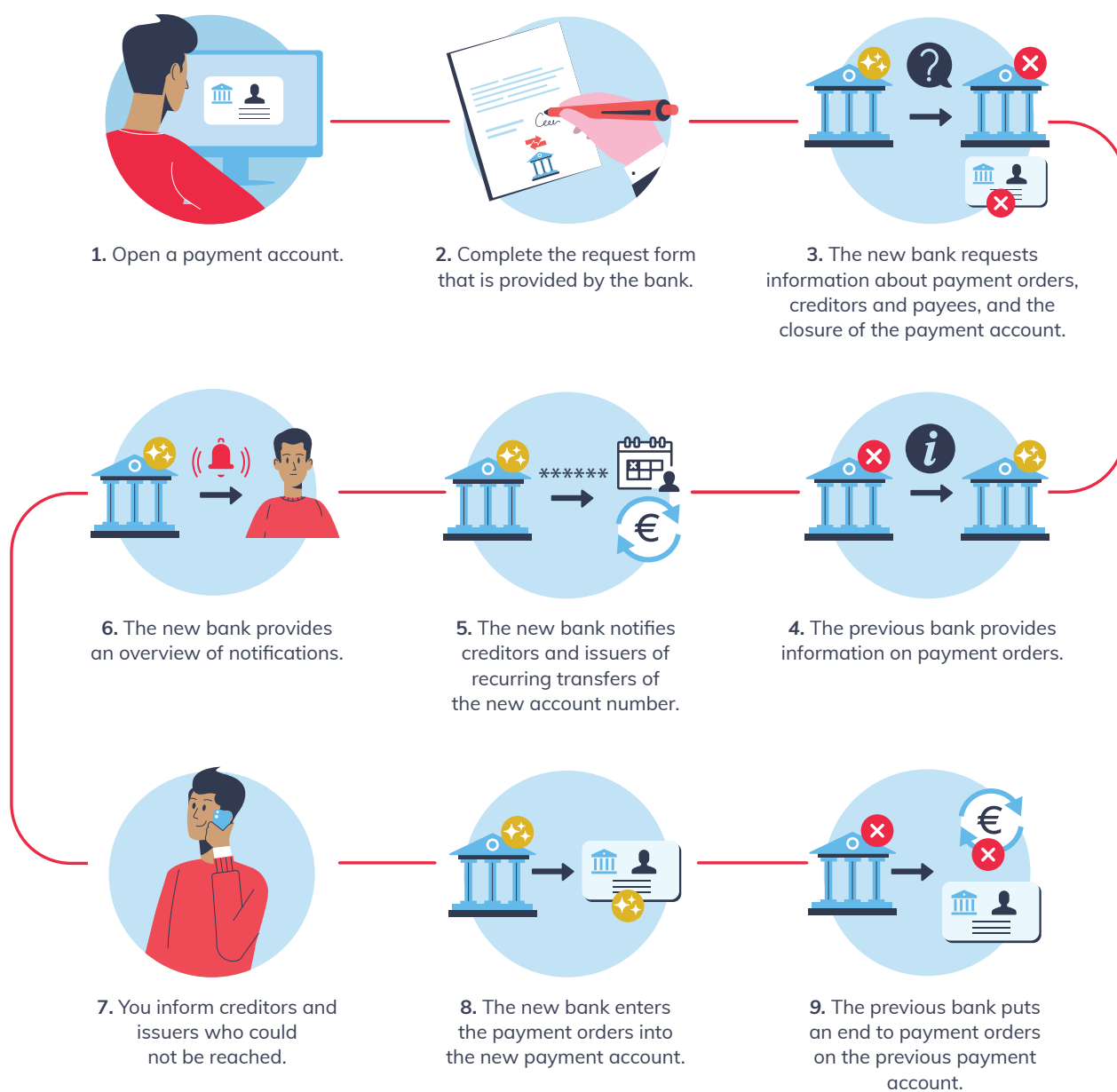
2. You only want your payment orders to be transferred.



You may decide to only transfer your payment orders. Your new bank will arrange the transfer with your former bank.

It is important to know that payments can still be made into your former current account, as this account will not be closed.

THE STEPS:



3. You only want your former payment or savings account to be settled.



The bank switching service enables you to only settle your former payment or savings account. Your new bank will arrange the settlement with your former bank.

It is important to know that in this case, no notifications are sent to the creditors of your direct debits (e.g. your telecom provider) and/or ordering parties of recurring money transfers (e.g. your employer).

The settlement of your previous savings account can only be carried out by the new and previous banks figuring on the list published on www.bankswitching.be.

Interest is calculated on closing a savings account, but the fidelity premium on deposits made less than one year ago lapses.

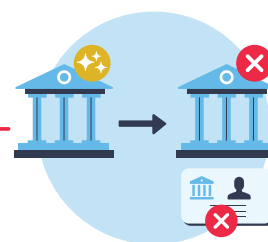
THE STEPS:



1. Open a payment or savings account.



2. Complete the request form that is provided by the bank.



3. The new bank requests the closure of the payment or savings account.



6. The previous bank deactivates the payment cards (not for the savings account).



5. The previous bank closes the payment or savings account and transfers the balance and interest.



4. The previous bank puts an end to payment orders on the previous payment account.

How to handle a dispute with your bank?

In case of a dispute with your bank, you must contact the competent department at your bank first (e.g. the customer service). If, and only if, you did not receive a (satisfactory) reply from your bank within a reasonable time period (30 days),

you can ask for the free assistance of Ombudsfm, the Ombudsman in financial conflicts. Ombudsfm is competent for settling any dispute between a customer and his bank.

Further information on Ombudsfm is available at www.ombudsfm.be/en

Are your deposits protected?

Each Belgian bank is covered by a deposit guarantee scheme. All deposits held with a credit institution within a Member State of the European Economic Area are protected for up

to 100,000 EUR per person and per institution. Belgium's deposit guarantee scheme is the Guarantee Fund.

Further information on the Guarantee Fund is available at www.garantiefonds.belgium.be/fr

What are your rights in terms of domiciliation?

First, you can ask your bank to limit the collection of withdrawals to a certain amount and/or to a certain period (monthly, quarterly...). You can set a maximum amount and a maximum period for your direct debits.

You can also determine which beneficiaries will be able to withdraw their payments from your account. You can ask your bank to block any withdrawal from your account or to block one or more specific beneficiaries (blacklist), or to allow only withdrawals initiated by one or more specific beneficiaries (white list).

For direct debits, you have an unconditional right to reimbursement, without having to give any reason for justification. To do this, you must apply within 8 weeks from the date the funds were debited from your account. Your bank will then have 10 working days from the receipt of your request to either reimburse the total amount of the payment transaction or to justify its refusal to reimburse. If you do not accept the reasons given by your bank for the refusal, you will be able to raise the matter with Ombudsfm.

This brochure is strictly informative. When using the bank switching service, you agree to comply with its rules and regulations. You can consult the rules and regulations at www.bankswitching.be.

Further information: info@bankswitching.be



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