

Features and use of SNS Basis for refugees from Ukraine

SNS is a Dutch bank. This means that all our copy, in letters, emails, terms and conditions and other types of information, is written in Dutch. This is also true for Mijn SNS (internet banking) and the SNS Mobiel Bankieren app (mobile banking). That is why we have drafted this document for you. It contains information on the account's main features and instructions for use.

WHAT IS SNS BASIS FOR REFUGEES FROM UKRAINE?

SNS Basis for refugees from Ukraine is a current account. You can use it to pay your bills, or to receive your income on. You can also make cash withdrawals.

FOR WHOM IS SNS BASIS FOR REFUGEES FROM UKRAINE?

You can open an account if you:

- Are a refugee from Ukraine and have a Ukrainian proof of identity*;
- Are 18 years of age or older;
- Have a Dutch burgerservicenummer (BSN);
- Have a temporarily address in the Netherlands;
- Don't already have another Dutch current account;

**In the case of a Cyrillic identity document or residence permit, re-identification is mandatory after having received a new ID document accepted in the Netherlands.*

WHAT DOES SNS BASIS FOR REFUGEES FROM UKRAINE OFFER YOU?

SNS Betaalpas

You can use the SNS Betaalpas (debit card) for cash withdrawals at any atm. You can also use it for payments, such as in shops. The PIN that comes with the SNS Betaalpas will be sent separately due to safety precautions. This is also why you need to activate it first.

This is how you activate your SNS Betaalpas

Your advisor in the SNS Shop can do this for you. Or after activating the SNS Mobile Banking app, you can easily activate your SNS Betaalpas yourself. Open the app on your phone or tablet, choose 'Instellingen' followed by 'betaalpassen' and activate your betaalpas.

Secure online banking with our mobile banking app

SNS Mobiel Bankieren is our mobile banking app for smartphones and tablets. You can use it for checking your credits and debits and to make payments. You also use the app to log in to Mijn SNS via snsbank.nl and to confirm payments. Since you have Mijn SNS you will not receive any account

statements by post. Would you like to know more about the app? Or would you rather log in without using the app? Go to snsbank.nl/inlogmiddelen for more information.

This is how you activate the SNS Mobile Banking app

You can download the app from the App Store or GooglePlay on your smartphone or tablet. The first time you use the app you will have to sign on. For this you will need your SNS Betaalpas.

- 1 Open the app;
- 2 Choose your personal 5-digit code for logging in;
- 3 Choose 'Aanmelden met je betaalpas' and follow the steps.

This is how you log in to Mijn SNS via snsbank.nl

- 1 On snsbank.nl you select 'Inloggen';
- 2 Open the SNS Mobile Banking app on your smartphone or tablet;
- 3 Click the QR-icon on the top of the screen in the app;
- 4 Use the app to scan the QR-code on the screen of your laptop or computer;
- 5 Enter your personal 5-digit code in the app. You are now logged in. When you are logged in you can make payments by choosing 'Overboeken' (transfer) within the 'Betalen' (payments) menu. You can fill in the required data in the displayed fields and confirm with your SNS Mobile Banking app by completing steps 2 through 5.

Overdrafts are not allowed

Overdrafts on your SNS Basis for refugees from Ukraine are not allowed. A negative balance must always be settled immediately. You will pay interest over the negative amount. Applicable rates can be found on Tarievenwijzer Betalen. As long as the balance is negative you will not be able to make withdrawals or payments.

HOW MUCH DOES SNS BASIS FOR REFUGEES FROM UKRAINE COST?

You pay a fixed amount per month for SNS Basis for refugees from Ukraine. This includes an SNS Betaalpas and access to internet banking on your pc, tablet and mobile phone. Sometimes, extra costs apply. For instance, when you transfer money in another currency than the euro. Or if you want to withdraw cash outside the European Union. All costs concerning the SNS Basis for refugees from Ukraine can be found on the Tarievenwijzer Betalen.

INTEREST

SNS can charge interest on the positive balance on SNS Basis for refugees from Ukraine or part of it. The interest rate can also be zero. We can divide the balance on your SNS Basis for refugees from Ukraine into balance classes. And determine which interest rate applies per balance class. The interest is variable and we can adjust it immediately. We can also change the balance classes immediately. We'll let you know if we adjust the interest rate or balance classes. The interest is on

an annual basis and you pay quarterly. Visit snsbank.nl for the current interest rate and more information about how we calculate the interest.

THIS IS HOW YOU USE SNS BASIS FOR REFUGEES FROM UKRAINE

With SNS Mobiel Bankieren and Mijn SNS you can:

- * Activate your SNS Betaalpas;
- * Check the balance of your SNS Basis for refugees from Ukraine;
- * View the debits and credits over the last 24 months.
- * Transfer money;*
- * Pay for your online purchases using iDEAL;*
- * (Temporarily) Increase or decrease your transfer limit;
- * Activate your betaalpas for payments by PIN outside Europe;
- * Modify your personal details. Such as your address, mobile phone number and email address.

** If there is enough money in your SNS Basis for refugees of Ukraine.*

How long will a transfer take with Mijn SNS?

Credit transfer	Deposited at the recipient's bank
In euro within the SEPA area ¹	Within 1 working day or next working day at the latest. If the transfer is done with Instant Payments, it will go faster. ²
In other currencies within the SEPA area ¹	Within 4 working days.
To the rest of the world	Within 10 working days.

¹ Single Euro Payments Area. These are the countries where you can pay with the euro. Read more about SEPA on snsbank.nl/sepa.

² Instant Payments is a service that transfers money quickly from one bank to another. With instant payments, the amount is on the recipient's account within seconds. Visit snsbank.nl/instantpayments to see which banks are supporting Instant Payments.

Safe banking with SNS

If you follow the security rules you will reduce the risk of becoming a victim of fraud. Have you become a victim of fraud? And did someone take money from your account without your permission? In that case, the law prescribes that we refund the amount that was taken. We are not always obligated to refund the withdrawn amount. If you don't follow the security rules, you run the risk of having to pay for the full damages yourself. Read more on the security rules at snsbank.nl/veiligbankieren.

Good to know: we will never ask you for your security codes (PIN and passwords). Also we will never ask you to send us your debit card and will never come by to collect it.

Important security rules

- 1 Keep your security codes to yourself. They are personal. Make sure that nobody else has access to your security codes, username and password (PIN, Mijn SNS, SNS Mobiel Bankieren). Also make sure that nobody is looking over your shoulder when you enter your security codes.
- 2 Make sure that your debit card, app and Mijn SNS are not used by other people.
- 3 Make sure that the devices that you use for banking are properly secured.
- 4 Monitor your account.
- 5 Please report any incidents to us immediately, and follow our instructions. Call +31 (0)30 633 30 00 or visit a SNS Shop.

WHO IS LIABLE?

Our liability after you have reported fraud

We will take immediate measures as soon as you have reported fraud. We will, for instance, block your SNS Betaalpas, Mijn SNS and SNS Mobiel Bankieren. If any amounts are taken from your account after that, we are liable. Condition is that you report fraud as soon as you notice (or could have noticed) it. Therefore, you should always check your overview of debits and credits in Mijn SNS for unauthorised withdrawals.

If we are liable, we will refund the direct damages suffered by you. That is damage through:

- * possible costs that we charged for a payment;
- * interest that you have paid when the fraud caused a negative balance;
- * amounts that were unjustly taken from your account;
- * damage caused by intent or gross negligence by us.

For what kind of damage are we not liable?

- * Damage through misuse by fraud, intent or gross negligence by you. Or fraud, intent or gross negligence by your authorised representative.
- * Damage caused by a disturbance of Mijn SNS or because we were forced to block Mijn SNS for security reasons. Or because we refused to process your transfer order via Mijn SNS.
- * Damage caused by unusual circumstances that we could not foresee or influence.
- * Damage that is the consequence of us having different legal obligations due to national or European legislation.
- * Indirect or consequential damages.

THE TERMS AND CONDITIONS FOR SNS BASIS FOR REFUGEES OF UKRAINE

Terms and conditions apply to SNS Basis for refugees of Ukraine. This document is not a valid substitute for those terms and conditions, nor for the agreement that you sign concerning them. Therefore, no rights may be derived from this text.

THIS IS HOW YOU DISCONTINUE YOUR SNS BASIS FOR REFUGEES OF UKRAINE

Would you like to discontinue your SNS Basis for refugees of Ukraine? Visit a SNS Shop. Is your balance negative? We can only discontinue your account when you have settled it.

Discontinuation by us

We can also discontinue your SNS Basis for refugees of Ukraine. We can do this if you:

- * Have not used your SNS Basis for refugees of Ukraine for a longer period of time;
- * Have another current account in The Netherlands;
- * Are no longer staying within the EU or are no longer permitted to stay within the EU;
- * Have provided us with incorrect information in order to obtain a SNS Basis for refugees of Ukraine and we wouldn't have opened the account for you based on the right information;
- * Are using the account for unlawful purposes;
- * Have been finally convicted of a crime as stipulated in articles 225, 227a, 326, 341, 420 bis or 420 of Dutch Criminal Code.

We will give two months notice before discontinuing your SNS Basis for refugees of Ukraine. We can terminate it immediately if you have provided us with incorrect information (point 4) or have used the account for unlawful purposes.

SNS is een handelsnaam van de Volksbank N.V. gevestigd te Utrecht. K.v.K.nr. 16062338. De Volksbank N.V. is bij de Autoriteit Financiële Markten (AFM) geregistreerd in de hoedanigheid van financiële dienstverlener onder nummer 12000085.

DO YOU WANT TO FILE A COMPLAINT?

If you aren't satisfied with our services, we would really like to hear that from you. You can file a complaint in a SNS Shop. You will receive confirmation that we have received your complaint. We will do our best to give you a substantive response within 15 business days.

Are you not satisfied with our response? Then you can file your complaint at our 'afdeling Beroepszaken' (Appeals Department). In case you still remain unsatisfied with the solution that is offered you have two possibilities:

- * You can file your complaint with the Klachteninstituut Financiële Dienstverlening (KiFiD, the Financial Complaints Institute) or the Autoriteit Financiële Markten (AFM, Authority for Financial Markets)
- * You can submit your complaint to the court. Please note that disputes may only be brought before a Dutch court.

KiFiD

Postbus 93257
2509 AG DEN HAAG
T: 070-333 8 999
I: kifid.nl

Autoriteit Financiële Markten

Afdeling Meldpunt Financiële Markten
Antwoordnummer 11090
1000 PB AMSTERDAM
T: 0800 - 5400 540
I: afm.nl