

# Commercial Payment Services Conditions

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# Definitions

## Commercial Payment Services Conditions

Term	Definition
Account Information	account number, account name, and all transactions as listed on your account statements.
Account Information Service Provider	a payment service provider that provides you with an online service for giving information about your current account.
Bank	ABN AMRO BANK N.V. or – if this is evident from the text – another payment service provider that is involved in the execution of a payment transaction.
Beneficiary	the person for whom a payment is intended.
Business Day	every day on which the payer's bank or the payee's bank is open for performing the operations necessary to execute a payment transaction. For more information, please consult the Payment Services Information Sheet.
Card details	the details shown on your debit card bearing the Mastercard logo that allow you to make payments. These details are the card number on the front of the card and the CVC code and expiry date on the back.
Client Identifier	the same definition as is given in the Client Relationship Conditions. An example of a client identifier is the debit card with PIN.
Communication Channel	the same definition as is given in the Client Relationship Conditions. Examples of communication channels are the post, telephone and the internet.
Consequential Loss	forms of loss or damage other than amounts that have been incorrectly debited to your account.
Currence	Currence Holding B.V. is the product owner and brand owner of various Dutch payment products, including iDEAL. Currence sets rules for the use of iDEAL and monitors compliance with those rules.
Current Account	an account that you have at the bank for the execution of payment transactions.
Debit Balance	the amount that you owe to the bank on your current account.
Debit Card	a payment card issued by the bank for use in combination with a PIN. A debit card is also called a bank card. A credit card is not a bank card as defined here.
Geldmaat	the cooperation between ABN AMRO, Rabobank and ING in the context of a joint cash machine (ATM) network.
Geldmaat ATM	an ATM for cash withdrawals and/or deposits with the name and logo of geldmaat.
Instruction Date	the date on which the bank receives an instruction for the execution of a payment transaction or the date applicable as the payment order date according to Article 4.2.
Internet Banking	a secure electronic environment that has been set up to enable you and the bank to convey information or other messages to each other. For instance, you can give the bank a payment order or receive a statement of account from the bank via Internet Banking.
Mastercard	Mastercard Inc. is a company that authorises banks and other parties across the world to issue debit cards and card machines, sets rules governing them and facilitates payments made using them.
Mastercard ID Check	an extra check that the bank can apply to online payments made with your debit card bearing the Mastercard or Maestro logo. This allows the bank to check that it really is you making the payments.
Mobile Banking	banking using the bank's mobile application (app) on a smartphone, tablet or similar device. We also use the term 'mobile banking' as a verb, and sometimes refer to it as 'banking using the ABN AMRO app'.
Mobile Confirmation	an instruction on Internet Banking authorised through logging in to the mobile banking app..
Payee	the person to whom payment is made.
Payment Initiation Service Provider	A paid service provider that provides you with a service to initiate a payment order from your current account.
Payment Services Conditions	these Commercial Payment Services Conditions.
Payment Services Information Sheet	the written or electronic Commercial Payment Services Information Sheet.
Payment Transaction	a payment transaction may be a cash deposit, cash withdrawal, credit transfer, direct debit or POS terminal payment.
PIN	a Personal Identification Number that you can use in combination with the debit card.

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Reservation	a reservation is an amount temporarily held in your account by the bank. The bank may do this if you enter a payment obligation with a seller using your physical or (digital) debit card to make a purchase, and the purchase amount cannot yet be finally determined and/or the delivery date at the time of purchase is in the future and/or unknown. This may also be the case when renting a car or booking a hotel.
SEPA area	the Single Euro Payments Area. This area consists of the countries of the European Union together with the United Kingdom, Norway, Iceland, Liechtenstein, Monaco, San Marino and Switzerland. More information can be found at <a href="https://abnamro.nl">abnamro.nl</a> or requested from the bank.
Statement	the same definition as is given in the Client Relationship Conditions. An account statement is one example.

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# Commercial Payment Services Conditions

*This translation is furnished for the client's convenience only. The original Dutch text, which will be sent upon request, is binding and will prevail in cases where it differs from the English translation.*

## 1. Subject and applicable conditions

### 1.1. Subject

The Payment Services Conditions apply to the following banking services:

- ▶ Your current account.
- ▶ Your client identifiers.
- ▶ Your payment transactions.

These are referred to as payment services in these conditions.

### 1.2. Other applicable conditions

In addition to these conditions, the following also apply:

- ▶ The General Conditions of ABN AMRO Bank N.V. These comprise the General Banking Conditions and the Client Relationship Conditions.
- ▶ The Commercial Payment Services Information Sheet. This contains extra rules and information about the subjects contained in these Payment Services Conditions.

### 1.3. Applicability of statutory provisions

Title 7B of Book 7 of the Netherlands Civil Code and other legislation and regulations implementing Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 and the preceding Directive, as well as Regulation (EU) 2019/518 of the European Parliament and of the Council of 19 March 2019 amending Regulation (EC) No 924/2009 as regards certain charges on cross-border payments in the Union and currency conversion charges, do not apply, insofar as it is permitted by law to depart from these provisions in contracts with non-consumers.

The exception to the above are Article 7:529 paragraphs 1 and 4 and Article 7:534 paragraphs 1, 2, 4, 5 and 6 of the Netherlands Civil Code. These articles do apply.

## 2. Current account

### 2.1. Use of current account

#### Payment Transaction

You can use your payment account for payment

transactions. The bank will credit or debit your payment transactions to your payment account. The bank may also do this for other amounts that you are owed by or owe to the bank. You grant the bank a mandate to do so. You may only use the current account as a commercial client and not as a natural person (i.e. as a private individual) acting in a non-professional or non-business capacity. The bank has different accounts with different conditions for natural persons.

#### Reservations

If you enter a payment obligation with a (digital) debit card for which the amount to be paid cannot yet be finally determined, and/or the delivery date at the time of purchase is in the future and/or unknown, the bank may set a reservation in your account. You may only enter a payment obligation if you have sufficient balance in your account (including a credit limit, if applicable). You authorise the bank in advance to set a reservation in your account in the event of a payment obligation as referred to above. Setting a reservation will ensure that there is sufficient balance in your account at the time of purchase to meet your payment obligation. A reservation reduces the available balance in your account. A reservation results in a claim by the bank against you to the amount of the reservation. This claim only becomes final at the time when you need to fulfil your payment obligation. At that time, the bank will permanently debit this amount from your account. If the purchase amount is less than the reservation amount, the remaining amount of the reservation will be cancelled. The reservation will expire if the amount is not settled and (a) the payment obligation you have entered into with the seller expires without the seller extending the payment obligation, or (b) the seller allows the payment obligation to expire. Your transaction summary in Internet Banking and the ABN AMRO app shows your outstanding reservations and the amounts.

### 2.2. Debit balance

You may not have a debit balance unless this has been clearly arranged in advance with the bank. This also applies to reservations. Any debit balance that has not been agreed in advance with the bank must be immediately cleared.

The bank is entitled to refuse or reverse any instructions that will result or have resulted in an unauthorised debit balance.

### 2.3. Maximum number of payment accounts to be held

The bank can set a limit on the total number of savings accounts held under your name and under your and your co-account holders' names jointly. The bank will inform you of this number at [abnamro.nl](https://abnamro.nl)

In this Article 'you' and 'co-account holder' refer to a natural person or a legal entity.

### 2.4. Interest rates and balance tiers in payment accounts

- a. The bank calculates interest on the balance in your account. The interest rate can be positive, negative or zero. The bank may also charge interest on a negative balance in the account. Reservations do not affect the balance over which interest is charged.
- b. The bank can determine which interest rate is applicable above a certain balance. This results in balance tiers. The interest rates and the balance tiers are not fixed. The bank may change these at any time.
- c. A balance tier can also apply to all balances in your payment and savings accounts as well as all payment and/or savings accounts held under your name together with co-account holder(s). We call this the total balance. If a balance is held with co-account holder(s), each co-account holder is assigned an equal portion of that balance for the calculation of his or her total balance. In this Article 'you' and 'co-account holder' refer to a natural person or a legal entity.
- d. In the case of specific circumstances, such as developments in the money and capital markets, the bank can charge negative interest on one or more balance tiers.
- e. The balance in your account can decrease when negative interest is debited. The bank can charge the total amount of payable negative interest to one of your payment or savings accounts. The bank can debit negative interest on a monthly or quarterly basis. You must maintain a sufficient balance in your account. Any negative balance in the payment account resulting from this debit transaction must be immediately cleared. The current interest rates and balance tiers can be found at [abnamro.nl/allesoverrente](https://abnamro.nl/allesoverrente) or can be requested from the bank.
- f. The bank will notify you of any changes to the interest rates or balance tiers in one of the following ways:
  - ▶ announcement on [abnamro.nl/allesoverrente](https://abnamro.nl/allesoverrente);
  - ▶ a written or electronic message to you.

### 2.5. Power of Attorney

If you have given a power of attorney to someone else, Article 5 of the Client Relationship Terms applies.

This is what the authorised representative may do on

your behalf if there are no restrictions in the power of attorney. In addition, the authorised representative may approve debit authorisations and instruct provision of your account information to an Account Information.

## 3. Client identifiers

This section describes customer identification tools with which you or your authorised representatives can identify themselves and give a statement of authorisation. For example, to authorise a payment instruction.

### 3.1. Signature

For written communications with the bank, your signature registered with the bank will be considered your means of customer identification. For online communications, the following means of customer identification may be used.

### 3.2. Debit card and PIN

These are used at Geldmaat ATMs, cash withdrawal machines and point-of-sale (POS) terminals. You must also use these to create security codes using the e.entifier provided by the bank for Mobile Banking. Sometimes you only need to use the debit card and not the PIN. These Consumer Payment Services Conditions will tell you when this is the case.

### 3.3. Digital debit card with security code or other means

You can link a digital debit card to your payment account and then use it as specified in these Payment Services Conditions. Similarly, the digital debit card may occasionally be used without needing to enter a code or pass another security measure such as fingerprint or facial recognition. The bank supports the following digital debit cards:

1. wearable;
2. paying with Apple Pay;\*
3. paying with Google Pay;\*\*
4. paying with a linked debit card;
5. paying with Click to Pay.

#### 3.3.1. Wearable

A wearable is a device that is worn on the body (such as a smartwatch) that contains a near-field communication (NFC) chip. A wearable can be used to make contactless payments – similar to your debit card. You arrange with the manufacturer of your wearable how you can approve payments with your digital debit card.

\* Apple Pay is a registered trademark of Apple Inc.

\*\* Google Pay is a registered trademark of Google LLC.

### **3.3.2 Paying with Apple Pay**

Apple Pay is a payment method which allows you to link a digital payment pass from the bank to Apple equipment (such as an iPhone, iPad, Mac or Apple Watch). How payments are authorised is determined together with Apple. Methods of payment authorisation include using the access code of your iPhone, iPad, Mac or Apple Watch, your fingerprint (Touch ID) or via face (for facial recognition, Face ID).

### **3.3.3 Paying with Google Pay**

Google Pay is a payment method that allows you to link an ABN AMRO digital payment card to (Android) equipment equipped with Near-Field Communication (NFC) such as smartphones, tablets and smartwatches on which Google Pay can be installed. You enter agreements with Google concerning how you can approve payments. Payment authorisation methods may include using the access code for your smartphone, tablet or smartwatch, entering your fingerprint or using facial recognition software.

### **3.3.4. Paying with a linked debit card**

You can link your digital debit card to specific sellers. You will link your debit card once only and in a secure manner, authorising the bank to make payments to that seller. For some payments, the bank may ask you to confirm the payment in order to verify your identity and the correctness of the payment (Mastercard ID Check). You can confirm the payment through the ABN AMRO app. You can find a summary of sellers linked to your debit card and remove your debit card link in the ABN AMRO app.

### **3.3.5. Paying with Click to Pay**

Click to Pay is a Mastercard service. You will link your debit card to Mastercard once only when you make a payment to a seller that offers Click to Pay. This involves storing your card details and – if you wish – your address details with Mastercard. You can do this through Mastercard or the ABN AMRO app. For subsequent payments to the same or another seller, Mastercard will provide the seller with your card details and/or address details so that you do not need to enter them again. You can then make payments to the seller. You authorise the bank to make payments to that seller. For some payments, the bank may ask you to confirm the payment in order to verify your identity and the correctness of the payment (Mastercard ID Check). You can confirm the payment through the ABN AMRO app. You can delete your card details through Click to Pay or in the ABN AMRO app.

### **3.4. Five-digit identification code, together with a mobile device registered with the bank**

This code is used for Mobile Banking through an app provided by the bank on your smartphone or tablet. It may also be used on occasion as a means of customer identification through other channels, such as Internet Banking.

### **3.5. Fingerprint or face (using facial recognition software) on your mobile device**

These forms of identification are used for Mobile Banking through an app provided by the bank on your smartphone or tablet. They may also be used on occasion as a means of customer identification through other channels, such as Internet Banking.

### **3.6. Customer identification methods and security**

The regulations which apply to customer identification methods can be found in the Customer Relationship Conditions and the security regulations in section 1 of the Payment Services Information Sheet. These also apply to the wearable, paying with Apple Pay and paying with Google Pay. This means that only you are authorised to use your wearable, smartphone (e.g. iPhone) or other devices (e.g. tablet). You must also prevent unauthorised use by exercising caution with your access code on your smartphone or other devices. Do not share codes with others and only register your own fingerprint or face on your devices.

## **4. Payment order**

### **4.1. Execution period**

A maximum execution period applies to payments within the SEPA area in euros. When executing these payment transactions in euros, the beneficiary's bank will receive a payment from your payment account by no later than the next business day following the instruction date. When executing these payment transactions in other currencies, the period is no more than four business days. When issuing a paper instruction, the period is extended by one business day. If the bank is to exchange the amount into another currency, the periods are each two business days longer. Sometimes, the amount of a transfer can be credited to the beneficiary's account within a few seconds, even if it concerns a transfer to an account at a different bank. If this is possible, it is indicated in Internet Banking or Mobile Banking. This is only possible in the case of transfers in Euros within the SEPA area, if the beneficiary's bank offers this option and if the amount is below this bank's limit. If this possibility of direct execution exists, the transfer can be carried out

every day of the week. The bank executes payment transactions outside the SEPA area within a reasonable period after the instruction date.

#### **4.2. Instruction date**

The instruction date is the date on which the bank receives an instruction for an outgoing payment transaction.

The following rules apply:

- ▶ When issuing an instruction through a payment initiation service provider, the time at which the bank received the instruction from the payment initiation provider and your approval of the instruction is deemed the time of receipt.
- ▶ If the day on which the bank receives the instruction is not a banking day, the instruction date becomes the next banking day.
- ▶ You must send written instructions to the address indicated in the Payment Services Information Sheet. The date on which the bank receives your written instructions at this address counts as the date of receipt. Written orders can only be given using a transfer form prescribed by the bank.
- ▶ Since the bank needs time to process your instruction, it may set times after which processing on the same day is no longer possible. These times may differ according to the type of payment transaction, communication channel or other circumstance involved. If the bank receives your instruction later than these times, the next banking day counts as the instruction date. If the bank sets such times, it gives notice of them in the Payment Services Information Sheet.
- ▶ If you issue an instruction to execute a payment transaction on a later date, that date counts as the instruction date. If that date is not a banking day, the instruction date becomes the next banking day. This may be different in the case of a standing order (periodieke overboeking – see article 9 of these Conditions for Payment Services). If the next banking day falls in a different month, the instruction date for a standing order becomes the preceding banking day.
- ▶ If you do not have enough money in your account to enable the instruction to be executed, the bank may check again at a later time whether execution is possible. The bank is not obliged to do so and will do this a maximum of five times. The date on which execution is possible then counts as the instruction date.

#### **4.3. Non-execution**

The bank is always permitted to refuse or defer the execution of a payment order if there is a valid reason for doing so under the applicable conditions. If the bank does not execute an order, it will inform you either in writing or via an electronic communication channel.

#### **4.4. Non-receipt by payee**

The payee may sometimes not receive the payment even though the amount has been debited to your account. In such a case, the bank is required to demonstrate that the payee's bank has received the payment. If the bank is unable to do so, it will reverse the debit entry.

#### **4.5. Limits**

The bank may set limits on your payment transactions. Examples are limits on the size of the amount, the number of payment transactions or the countries where or to which you can make payment. These limits may differ according to the type of payment transaction, communication channel or other factor. More information can be found in the Payment Services Information Sheet.

#### **4.6. Currency exchange**

In the case of payment transactions to or from your current account in a non-euro currency (foreign currency), the bank is permitted to exchange the amounts in question. The bank exchanges the amount on the order date in the case of outgoing payments and on the date on which the bank credits the amount to the account in the case of incoming payments. The exchange takes place at the rate set by the bank and applicable at the time when the exchange is made. The bank will provide information on the exchange rate and the currency conversion charges in your account statement. This also applies if the bank performs a currency conversion for you when you make a payment or cash withdrawal using a debit card in an EU country with a currency other than the euro.

#### **4.7. Exchange rates and interest rates**

The Payment Services Information Sheet sets out how you can request the bank to provide the exchange and interest rates applicable to your current account. The bank may alter exchange rates and interest rates at any time without giving you prior notice.

#### **4.8. Orders via a Payment Initiation Service Provider**

You must make arrangements yourself with the Payment Initiation Service Provider regarding their services. The bank is not a party to this. The Terms of Payment Services apply to the bank's execution of your orders.



## 5. Statements

### 5.1. Receipt of statements of account

You receive a statement from the bank of the payment transactions and other credits or debits to your current account. If you make use of Internet Banking or other electronic communication channel offered by the bank, you can always view the most up-to-date account information. You can also receive written account statements if you have agreed this with the bank.

### 5.2. Providing Account Information to Account Information Service Provider.

If you instruct the bank to provide your account information to an Account Information Service Provider, the bank will provide the account information requested by the service provider. This information may consist of all details shown on your account statements for up to 18 months before the time you gave the order. The bank is not responsible for using the information by the Account Information Service Provider. The bank is not a party to your agreements with the Account Information Service Provider.

## 6. Security and risk distribution

### 6.1. Prevention of misuse by others

You are required to adhere to all our rules and regulations for the use and security of payment services. These rules can be read in the General Conditions of ABN AMRO Bank N.V. and in the Payment Services Information Sheet.

### 6.2. Limitation of losses due to misuse

If an unauthorised person uses or has access to your client identifier, you must immediately report this to the bank. This applies to your debit card and PIN, but also to any other means of identifying yourself. Examples are passwords, codes or identity cards. You must also report to the bank the loss or theft of any bank form made out in your name.

### 6.3. Risk of misuse

The sharing of risks takes place as set out in the Client Relationship Conditions. The only exception to this rule concerns payment transactions via ATMs or POS terminals. If the bank executes a cash withdrawal at an ATM or a payment transaction at a POS terminal and debits the amount to your current account without a valid payment order, the bank is liable for the debited amount.

The exceptions to this rule are described below:

- ▶ If you have intentionally or negligently failed to strictly observe the bank's security regulations, the payment transactions will be performed entirely at your own expense and risk. This applies until the moment you

report to the bank that a person is able to make unauthorised use of your client identifiers. The safety regulations are in the Payment Services Information Sheet and the Client Relationship Terms.

- ▶ If you commit any fraudulent acts, the payment transactions will be performed entirely at your expense and risk.

## 7. Indirect and consequential loss

The bank is not liable for any indirect or consequential loss you may suffer. This does not concern loss suffered as a result of amounts incorrectly debited to your account. One example of indirect or consequential loss is loss sustained due to your inability to make timely payments.

An exception to this rule is loss due to an intentional act or gross negligence on the part of the bank.

## 8. Cash withdrawals and deposits

### 8.1. Cash withdrawals

A cash withdrawal is a payment transaction in which the bank pays money from your payment account to you in cash, in the form of banknotes or coins. When you make a cash withdrawal, you need to use your debit card and PIN code or another client identifier prescribed by the bank. In the Netherlands and abroad, you can make cash withdrawals from cash machines (ATMs) using a debit card with the Maestro or Mastercard logo. In the Netherlands, you can withdraw cash from Geldmaat ATMs without using a debit card. This means that you can withdraw banknotes using your ABN AMRO app and your identification code, fingerprint or face (using facial recognition software). To do this, you first need to scan a QR code on the Geldmaat ATM.

### 8.2. Cash deposits

A cash deposit is a payment transaction in which the bank receives cash in banknotes or coins and credits it to a current account. You can deposit cash at Geldmaat ATMs (in the Netherlands) that accept deposits. Coin deposits can be made only at designated Geldmaat ATMs. At [locatiewijzer.geldmaat.nl](https://locatiewijzer.geldmaat.nl) you can find an overview of all available Geldmaat ATMs. You use your debit card to deposit cash. Other ways of making deposits such as sealbag deposits or Cash2Account are subject to additional conditions that are agreed separately. The bank may set limits on the amount of cash that can be deposited periodically.

## 9. Transfers

### 9.1. Transfers and types of transfer

In the case of an outward transfer, the bank debits an amount to your current account and ensures that the payee's bank receives this amount. In the case of an inward transfer, the bank receives an amount on your behalf and credits it to your current account.

Batch payments are outward transfers that you deliver to the bank in the form of a batch consisting of multiple transfers. In the Payment Services Information Sheet you can find information about how payments are debited and statements of account provided in the case of batch payments.

iDEAL payments are transfers for which you give instructions through a previously completed (electronic) order form. The use of these types of transfer for inward payments is subject to additional conditions that are to be agreed separately between you and the bank.

A standing order is a transfer that the bank repeats periodically. You only need to give a payment order once to set up a standing order.

You can also request the bank to execute a transfer as an urgent or express transfer. This can be done only if the type of transfer qualifies. In this case, the bank executes the transfer as quickly as possible.

### 9.2. Transfer orders

The bank is not obliged to check whether the payee's name and other details on your transfer order are correct. The bank executes your order on the basis of the payee's account number as stated by you in the order form.

For euro transfers within SEPA, you must state the payee's IBAN (International Bank Account Number) on the instruction form.

### 9.3. IBAN Name Check

In case of an outgoing transfer order via an online channel the bank may carry out an IBAN Name Check. IBAN Name Check will provide you with a notification if different account details are detected concerning the name and the provided IBAN. IBAN Name Check is only a support tool, it remains your decision whether or not to submit the transfer order after the IBAN Name Check has been carried out. Therefore, if a notification is provided that different account details are detected, you can disregard this message and still submit the transfer order. The bank executes the transfer order solely based on the IBAN provided.

The IBAN Name Check is not always carried out:

- ▶ for transfers to accounts held in other countries,
- ▶ for transfers in currencies other than the Euro. This is visible when giving a transfer order in an online channel,
- ▶ for batch payments the IBAN Name Check is not carried out.

## 10. Direct debits

### 10.1. Direct debits

A direct debit is a transfer from your current account that is initiated by the payee (the creditor), not by you. To this end, you must first authorise the payee by means of a direct debit mandate. This direct debit mandate also serves as your permission to the bank to execute the payment order. You can withdraw a mandate by informing the payee accordingly.

Direct debits are possible only for euro-denominated payments between accounts at participating banks within the SEPA area. For more information, please visit [abnamro.nl](http://abnamro.nl)

A SEPA B2B Direct Debit is a special type of direct debit. These are subject to the provisions in Article 10.5. Articles 10.2 to 10.4 are not applicable in this case.

In the Payment Services Information Sheet you can find an overview of the various types of direct debits and their characteristics.

### 10.2. Refunds

You can request the bank to refund a direct debit without needing to state a reason. This must be done within eight weeks after the amount has been debited to your current account.

### 10.3. Execution without mandate

If a direct debit has been executed without a valid mandate, you can request the bank to transfer the amount back to your current account. You must do this as quickly as possible, but in any case within thirteen months of the amount having been debited. The bank will then check whether the creditor is able to show a valid mandate. If not, the bank will transfer the money back. The bank only follows this procedure if a refund without stating reasons is no longer possible.

### 10.4. Blocking direct debits

You can arrange for your current account to be blocked for direct debits in the following ways:

- ▶ Blocking of all direct debits.

- ▶ Blocking of all direct debits of a particular creditor.
- ▶ Blocking of all direct debits based on a particular mandate.
- ▶ One-off blocking (refusal) of a particular direct debit.
- ▶ Blocking of a particular direct debit if the amount exceeds the maximum amount specified by you.
- ▶ Blocking of a particular direct debit if presented for payment more frequently than the maximum number of times per calendar year specified by you.
- ▶ Blocking of all direct debits except for those of particular creditors you have registered with the bank.
- ▶ Blocking of all direct debits except those based on particular mandates you have registered with the bank.

Blocking of direct debits takes immediate effect after the bank has received your instruction.

Except where all direct debits are blocked, a block is possible only if the bank has previously received a payment order from that creditor or based on that particular mandate.

If you have given a blocking instruction, the bank will not execute the direct debit. You will receive no further notification of this. You can also request the bank to lift the blocking of a direct debit. This will take immediate effect.

### 10.5. SEPA B2B Direct Debits

A SEPA B2B Direct Debit is exclusively intended for use by commercial customers. You must register the details of the mandate that you have given to the payee (creditor) at the bank. You may state a maximum transaction amount in this connection. The bank will only execute a SEPA B2B Direct Debit if:

- ▶ The mandate has been registered with the bank.
- ▶ The transaction data correspond with the relevant registered data of the mandate (see Payment Services Information Sheet).
- ▶ A maximum transaction amount, if applicable, is not exceeded.

After registration, the bank is entitled to assume that the mandate exists. If the mandate is changed, you are expected to register the changed details with the bank. You are required to withdraw the registration at the bank if the mandate has expired or if you wish to block SEPA B2B Direct Debits.

You can refuse a SEPA B2B Direct Debit up to and including the day on which the direct debit is debited from your account. A refund of a previously collected amount is not possible.

Articles 10.2 to 10.4 of these conditions are not applicable to SEPA B2B Direct Debits.

## 11. Payment at point-of-sale terminal

### 11.1. Payments at a point-of-sale (POS) terminal

You can use a debit card with Maestro or Mastercard logo and PIN number to make payments from your current account at a POS terminal. This is possible both at home and abroad at any merchant or service provider that accepts Maestro or Mastercard.

You can pay without using your PIN in the following cases:

- ▶ if your debit card and the POS terminal both display the contactless payments logo, you can make payments without using the PIN up to a maximum amount of EUR 50 per payment. Sometimes, however, you may still be required to enter the PIN, even if only a small amount is involved.
- ▶ to pay parking fees or tolls if the POS terminal does not require the use of the PIN. This is possible for amounts up to a maximum of EUR 100 per time for parking fees and tolls.
- ▶ you can use your debit card to check in and out on public transport. Your debit card must then bear the contactless payment logo. You do not need to enter a PIN and there is no limit. You can check in and out with your debit card at suitable poles or gates that can be recognized by the "contactless payment" logo. By checking in and out with your debit card, you give permission for payment and/or to reserve an amount on your current account. At the end of the day, the amounts for all trips you have made are added together and debited from your current account in one go. You can see the total amount of the booking in your account overview.

The receipt of payments via POS terminals is subject to additional conditions which you must agree separately with the bank.

### 11.2. How do you pay using a digital debit card?

You can use your digital debit card and the equipment it is placed on to pay at card machines bearing the Maestro or Mastercard logo and the contactless payment logo. The following options are available:

- ▶ **Pay with a wearable**  
If you have a wearable, you have agreed arrange with the manufacturer of your wearable how you approve payments. A daily limit of EUR 250 applies to your wearable.
- ▶ **Paying with Apple Pay and Google Pay**  
You can use Apple Pay and Google Pay to:
  1. Make contactless payments at card machines displaying the contactless payment logo or the Apple Pay or Google Pay logo.

2. Make online payments on websites and mobile applications (apps) that accept Apple Pay or Google Pay (which can be recognised by the Apple Pay or Google Pay logo).

### 11.3. Receiving payments through your debit card

You can receive payments through your debit card if a seller supports this. You can use this facility to reclaim returnable deposits and return purchases, for example. Usually, you will receive the money directly in your account.

## 12. Pay online

### 12.1. Pay online with iDEAL

You can use iDEAL to make online payments on websites and mobile applications (apps) that offer iDEAL as a payment option. More information on this is provided in Article 9.1 of these conditions.

### 12.2. iDEAL profile

When making online payments using iDeal, you can create a user profile once for yourself through Currence. This is your iDEAL profile. If you enter your personal details such as your IBAN, name and address details, you will not need to enter these details again during subsequent iDEAL online payments. You can view, manage and delete the iDEAL profile through Internet Banking or the ABN AMRO app. If you do not use your iDEAL profile for more than a year, Currence will automatically delete it.

### 12.3. Pay online on websites and mobile applications with your (digital) debit card

You can use your debit card bearing the Maestro or Mastercard logo to make online payments. This is an option on websites or mobile applications (apps) that offer one or more of the following payment options:

- ▶ Pay with Apple Pay
- ▶ Pay with Google Pay (only available with a debit card bearing the Mastercard logo)
- ▶ Pay with a linked debit card
- ▶ Pay with Click to Pay

More information on this is provided in Articles 3.3.2. to 3.3.5. of these Conditions.

You can also make online payments on websites and mobile applications by manually entering your card details from your debit card bearing the Mastercard logo. By entering your card details and authorising the payment order, you automatically agree to the payment. For some payments, the bank may ask you to confirm the payment

in order to verify your identity and the correctness of the payment (Mastercard ID Check).

The new debit card also allows you to make recurring payments, for example for monthly subscription fees.

## 13. Disputing debit card payments

You can dispute (online) payments made using your debit card. If you disagree with a payment, you should do this as soon as possible, but no later than 30 days after receiving your account statement. If you use Internet Banking and/or Mobile Banking, you need to dispute the payment within 14 days after the payment is made. You must challenge the payment digitally or by telephone and you must provide additional information concerning your challenge. You cannot dispute a payment on the grounds that a seller has failed to fulfil its obligations, for example by failing to provide you with goods or services (properly). You also cannot dispute a payment on the grounds that your debit card bearing the Mastercard or Maestro logo has been lost or stolen or if your debit card has been misused. This is subject to the provisions of Article 6.

If you dispute an (online) payment made using your debit card in a timely manner, you must provide sufficient explanation and adequate evidence. We will then - conditionally - deposit the disputed amount into your account. If the challenge is found to be unjustified, the amount will be debited from your account again. Under certain circumstances, the bank has the right not to (conditionally) deposit the disputed amount into your account, for example if you have insufficient balance in the account. In that case, you will not receive the disputed amount until your challenge is proved to be justified.

If we request more information or documentation, you must provide it to us within 10 working days.

If you fail to comply with any of your obligations under this Article, we will not continue processing your challenge.

You can no longer dispute once a period of 13 months after the transaction date has passed. We are still permitted to correct calculation and other errors after this period.

## 14. Payment services/dispatch information

The Payment Services Information Sheet contains further rules and information on the (digital) debit card, client identifiers, payment account, payment transactions, working days, limits, rates, exchange rates and statements.

You must follow the rules contained in the information sheet.

You may ask the bank to resend the Payment Services Conditions and/or Payment Services Information Sheet.

## **15. Communication**

The bank may communicate with you in writing or electronically about changes to the Payment Services Conditions and/or Payment Services Information Sheet, for example. The bank may use the email address you provided to the bank or your electronic banking environment. You must ensure that the address or email address you have provided is correct and that you read any bank messages you receive as soon as possible.

## **16. Alteration/Cancellation**

### **16.1. Alteration of conditions**

The bank can change and supplement the Payment Services Conditions and the Payment Services Information Sheet at any time. The bank will inform you of any alterations and additions at least two months in advance. The alterations and additions will apply to you unless you cancel the payment services and stop using it before the alteration takes effect.

### **16.2. Cancellation**

You can unsubscribe from the payment services whenever you want by informing the bank accordingly. The bank will terminate the payment services on the last day of the month in which the bank receives your notice of cancellation. You can only cancel your payment account if there are no outstanding reservations. The bank too may cancel the payment services. In this case, the bank will send you notice of the cancellation at least two months in advance.

ABN AMRO Bank N.V., established at Amsterdam and entered in the Trade Register of the Amsterdam Chamber of Commerce, no. 34334259

0900 - 0024

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