

# Commercial Banking Payment Services Conditions



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## Glossary of terms Commercial Banking Payment Services Conditions

Term	Meaning
<b>Access Online</b>	a secure electronic environment created for you with which you and the bank can send each other information or other messages (intended for larger business clients). For example, you can initiate payments and receive reports via Access Online. A separate agreement, which is subject to conditions, must be concluded for this purpose.
<b>Bank</b>	ABN AMRO BANK N.V. or – if this is clear from the text – another payment service provider involved in the execution of a payment transaction.
<b>Debit card</b>	a card issued by the bank that bears the Mastercard or Maestro logo, and for which a PIN is also issued. A debit card can also be a digital debit card as described in these Payment Services Conditions. A debit card bearing the Mastercard logo also specifies the card number. A credit card is not a debit card as meant here.
<b>Beneficiary</b>	the person for whom a payment is intended.
<b>Current account</b>	an account you have with the bank that is intended for the execution of payment transactions.
<b>Payment transaction</b>	a payment transaction may be a cash deposit, a cash withdrawal, a transfer, a direct debit, a payment made at a point-of-sale terminal, or an online payment made through a website or mobile application (app).
<b>Payment initiation service provider</b>	a payment service provider offering you a service for initiating a payment instruction from your current account.
<b>Communication channel</b>	the meaning is described in the Client Relationship Conditions. Examples of communication channels are post, telephone and internet.
<b>Currence</b>	Currence Holding B.V. is the product owner and brand owner of various Dutch and other payment products, including iDEAL. Currence sets rules for the use of iDEAL and monitors compliance with those rules.
<b>Geldmaat</b>	the joint venture between ABN AMRO, Rabobank and ING for a joint ATM network.
<b>Geldmaat ATM</b>	cash withdrawal and/or deposit machine that bears the Geldmaat name and logo.
<b>Consequential loss</b>	losses other than amounts that have been incorrectly debited from your account.
<b>Payment Services Information Sheet</b>	the written or electronic Commercial Banking Payment Services Information Sheet.
<b>Internet Banking</b>	a secure electronic environment created for you with which you and the bank can send each other information or other messages. For example, you can use Internet Banking to give the bank a payment instruction or receive an account statement from the bank.
<b>Card details</b>	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.
<b>Means of client identification</b>	the meaning is described in the Client Relationship Conditions. An example of a means of client identification is the debit card plus PIN.

Term	Meaning
<b>Mastercard</b>	Mastercard Inc. is a company that authorises banks and other parties across the world to issue debit cards and point-of-sale terminals, sets rules for those devices, and facilitates payments made using those devices.
<b>Mastercard ID Check</b>	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.
<b>Mobile confirmation</b>	confirmation of an instruction in Internet Banking that is provided by logging in to the ABN AMRO app.
<b>Instruction date</b>	the date on which the bank receives an instruction to execute a payment transaction or the date that applies as the instruction date in accordance with Article 4.2.
<b>PIN</b>	a personal identification number that you can use in combination with the debit card.
<b>Account information</b>	account number, name of account holder, and all transactions shown on your account statements.
<b>Account information service provider</b>	a payment service provider offering you an online service to provide information regarding your current account.
<b>Setting money aside</b>	money that is set aside is an amount that is 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 definitively determined and/or the delivery date at the time of purchase is in the future and/or unknown. The bank may also do this when you rent a car or book a hotel.
<b>SEPA area</b>	the Single Euro Payments Area. This area consists of the Member States of the European Union, plus Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland, the United Kingdom and the Vatican City, among other countries. For more information, please visit <a href="https://abnamro.nl">abnamro.nl</a> or ask the bank.
<b>Payment Services Conditions</b>	these Commercial Banking Payment Services Conditions.
<b>Working day</b>	any day on which the payer's bank or the beneficiary's bank is open for the activities necessary for the execution of a payment transaction. More information can be found in the Payment Services Information Sheet.

# Commercial Banking Payment Services Conditions

This is a translation of the original Dutch text and is furnished for the customer's convenience only. No rights may be derived from this translation. The original Dutch text is binding and will prevail in all cases where the two versions diverge.

## 1. Subject and applicable terms and conditions

### 1.1 Subject

The Payment Services Conditions apply to the following banking services:

- Your current account,
- Your means of client identification,
- Your payment transactions.

These are referred to in these conditions as payment services.

### 1.2 Other applicable conditions

In addition to these conditions, the following also apply:

- The General Conditions of ABN AMRO Bank N.V. These consist of the General Banking Conditions 2017 and the Client Relationship Conditions;
- Commercial Banking Payment Services Information Sheet. This contains additional rules and information about the topics contained in these Payment Services Conditions.

### 1.3 Applicability of legal provisions

Title 7B of Book 7 of the Dutch Civil Code and other laws and regulations implementing Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 and the preceding Directive, and 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 costs of cross-border payments in the Union and currency exchange costs, do not apply, but only to the extent that it is legally permissible to deviate from this legislation in agreements with non-consumers. The exceptions to this are Sections 529 (1) and (4) and 534 (1), (2), (4), (5) and (6) of Book 7 of the Dutch Civil Code, which are applicable.

### 1.4 Deposit Guarantee Scheme

The balances of current accounts with the bank are protected by the Dutch Deposit Guarantee Scheme. This protection applies up to a maximum of € 100,000. For the purposes of this scheme, the balances of all your bank accounts with us are added up. This maximum amount applies separately to each account holder. Any balance on a joint account counts for an equal part in the calculation of the protected balance of each account holder.

For more information, exceptions and examples, please visit <https://www.abnamro.nl/en/personal/overabnamro/depositogarantiestelsel.html> and read the Deposit Guarantee Scheme Information Sheet.

## 2. Current account

### 2.1 Use of a current account

#### Payment transactions

You can use your current account for payment transactions. The bank will credit or debit your payment transactions to or from your current account. The bank may also do this for other sums that you are owed by or you owe to the bank. You grant the bank a mandate to do so. You may only use the current account as a business client and may not use it as a natural person who is not acting in a business or professional capacity. The bank has other accounts for these purposes, with different conditions.

#### Joint account

(The text below is the same as Article 20 of the ABN AMRO Client Relationship Conditions). If you and one or more others have a current account with us, you are the co-account holders of a joint current account. The following rules apply to you as co-account holders:

#### a. Use of funds and available credit

Each of you may approve payment transactions. If there is a balance in the account, or if an overdraft has been arranged, then all of the funds and

available credit may be used by you, together or individually, to make payment transactions. As joint account holders, you make your own arrangements about how you will pay each other for the use of the funds and available credit. We have no involvement in this.

#### Example

You are the joint account holders of a current account with a balance of € 1,000. Imagine you have agreed between you that each of you is entitled to half of the balance. In that case, too, the agreement with us is that either of you may use the entire balance (this means that the other person will no longer be able to do so). You are personally responsible for making your own arrangements for settling up with each other to ensure that each of you receives half of the balance.

### b. Joint and several liability

Each of you is jointly and severally liable for any overdraft in the account. Each of you must therefore repay this overdraft to us in full as if it were your own debt. If one of you makes a payment to repay this overdraft, we can no longer claim that payment from the other account holder. You make your own arrangements for settling up with each other to deal with the consequences of joint and several liability.

#### Example

You and another person have a current account with an overdraft of € 500. Imagine you have agreed between you that each of you has to repay half of that overdraft. Despite this, based on our relationship with you we can still demand payment of the full amount of € 500 from each of you (in which means the other account holder will not have to pay). You are personally responsible for making your own arrangements for settling up with each other to ensure that each of you repays half of the overdraft.

The following also applies with respect to this joint and several liability:

1. If we can demand early repayment of the debt from one of you, then this liability for early repayment applies to all of you.
2. If you repay part of the debt, this will not entitle you to any security we may hold for that debt.
3. You may only invoke cancellation or deferral of payment of the debt if our cancellation or deferral is explicitly addressed to you.
4. You waive all means of defence accruing to debtors who are jointly and severally liable.

### c. Actions

Each of you, as the account holder, may perform any acts (including legal acts) that are or may be relevant for the fulfilment of the account agreement and the related Communication with us. You are all bound by the consequences of each other's acts. If one of you, for example, grants someone a power of attorney for the account or passes on a change of address to us, the rest of you are also bound by this act. If we have a reasonable interest in doing so, we may demand that you confirm each other's acts before we execute them.

### d. Communications

Communications from us to one of you, or from one of you to us, are deemed to be exchanged between us and all of you. You are personally responsible for immediately informing each other about these Communications.

### e. Termination

An account holder can only terminate the agreement insofar as it applies to that account holder. If the agreement is terminated for all of the account holders, this Article remains in force during the settlement procedure.

### f. Partial termination

It is also possible that the agreement is terminated for one account holder, and another account holder continues with the agreement. In that case, the following applies:

1. We may terminate any authorised overdraft and demand repayment of any overdraft. In this case, we are not required to observe any notice period
2. The account holder for whom the agreement is terminated will not be an account holder once the agreement has been terminated. This means the account holder will no longer make use of the funds and available credit in the account or

approve payment transactions. The account holder will only remain jointly and severally liable for the overdraft that already existed at the time of termination and for any debts that are subsequently accrued. By debts that are subsequently accrued, we mean debts that are the result of the settlement of a legal relationship that is connected with the account and already existed at the time of termination. Examples include a bank guarantee that is covered by the funds and available credit in the account.

### Setting money aside

If you enter a payment obligation using a debit card (such as a digital debit card) and the amount payable cannot be definitively determined yet, and/or the delivery date at the time of purchase is in the future and/or unknown, the bank may set aside money in your account. This also applies when you approve a Wero payment, regardless of whether the amount in question has been definitively determined and/or whether the delivery date is known or not.

You may only enter into a payment obligation if the balance in your account (including any credit limit) is sufficient. You authorise the bank in advance to set money aside in your account in the event of a payment obligation as referred to above. Setting money aside ensures that the balance in your account at the time of purchase is sufficient to meet your payment obligation. Setting money aside reduces the available balance in your account. It also results in the bank having a claim against you that is equal to the amount set aside.

This claim only becomes final at the time you have to fulfil your payment obligation. At that time, the bank will permanently debit this amount from your account. If the amount to be settled is less than the amount set aside, the remainder will cease to be set aside. The amount set aside will also be cancelled if the amount is not settled and (a) the payment obligation you have entered into with the seller lapses and the seller does not extend the payment obligation, or (b) the seller allows the payment obligation to lapse. Your transaction summary in Internet Banking and the ABN AMRO app shows the money that is still set aside and the related outstanding amounts.

## 2.2 Negative balance

You may not have a negative balance if you have not clearly agreed this with the bank beforehand. This also includes money that has been set aside. A negative balance may also arise as a result of the bank debiting interest or charges from your bank account. If there is a negative balance when this has not been agreed, you must immediately supplement the amount in the current account.

The bank may refuse or cancel the execution of instructions if execution would result in an unauthorised negative balance.

## 2.3 Maximum number of current accounts and debit cards (including digital debit cards) that may be held

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

In this article, 'you', 'your' and 'co-account holder' may refer to a natural person or a legal entity.

## 2.4 Interest rates and balance tiers in current accounts

- a. The bank calculates interest on the balance in your account. The interest can be positive, negative or zero. The bank may also charge interest on a negative balance in the account. Any amounts set aside do not affect the balance over which interest is charged.
- b. The bank can determine what interest rate is applicable above a certain credit balance. As a result, 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 current and savings accounts and in joint current and/or savings accounts held by you and any 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 their total balance. In this article, 'you', 'your' 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 may 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 current 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 inform you of any changes to the interest rates or balance tiers in one of the following ways:
  - an announcement on [abnamro.nl/allesoverrente](https://abnamro.nl/allesoverrente);
  - a written or electronic message to you.

## 2.5 Authority of an authorised representative

If you have granted a power of attorney to a third party, Article 19 of the Client Relationship Conditions applies. This states what the authorised representative may do on your behalf in any event, provided that there are no restrictions in the power of attorney. In addition, the authorised representative is permitted to approve direct debit mandates and give instructions to provide your account information to an account information service provider.

## 3. Means of client identification

The following means of client identification can be used by you or your authorised representative for identification purposes and to issue a declaration of agreement, for example, to agree to a payment instruction.

### 3.1 Signature

In the case of written communications with the bank, your signature registered with the bank will serve as a means of identification. For online communications, the following means of client identification may be used.

### 3.2 Debit card and PIN

You use these at cash withdrawal machines, Geldmaat ATMs and point-of-sale terminals. You also use them to create security codes with the e.identifier for mobile banking provided by the bank. Sometimes, you only need to use the debit card and not the PIN. These Payment Services Conditions specify 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 current account and then use it as specified in these Payment Services Conditions. This is only possible if you have provided the details of the debit card user to the bank. 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 in a similar way to your debit card. You arrange with the manufacturer of your wearable how you can approve payments with your digital debit card.

#### 3.3.2 Paying with Apple Pay

Apple Pay is a payment method that allows you to link a digital debit card from the bank to Apple devices (such as an iPhone, iPad, Mac or Apple Watch). The way in which payments are authorised is arranged between you and Apple. For example, this can be done using the access code for your iPhone, iPad, Mac or Apple Watch, your fingerprint (Touch ID) or facial recognition (Face ID). Apple Pay is a registered trademark of Apple Inc.

#### 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 devices equipped with a near-field communication (NFC) chip,

such as a smartphones, tablets and smartwatches, on which Google Pay can be installed. You enter into agreements with Google on how to 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. Google Pay is a registered trademark of Google LLC.

### 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 in your ABN AMRO app. You can also delete the link to your debit card link.

### 3.3.5 Paying with Click to Pay

Click to Pay is a Mastercard service. You 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 always provide the seller with your card details and, if you want, your address details so that you do not need to enter them again. You can then make payments to the seller. In doing so, 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 your mobile device registered with the bank

You use these for the ABN AMRO app via the app provided by the bank on your smartphone or tablet. These can sometimes also be used as a means of client

identification when using other channels, such as Internet Banking.

## 3.5 The fingerprint or face (using facial recognition) that you have stored on your mobile device together with this mobile device registered with the bank

You use these for the ABN AMRO app via the app provided by the bank on your smartphone or tablet. These can sometimes also be used as a means of client identification when using other channels, such as Internet Banking.

## 3.6 Manual entry of card details

You can pay online on websites and mobile applications by manually entering the card details (card number, expiry date of your debit card, and CVC code) of your debit card with a Mastercard logo. You automatically agree to the payment by entering your card details and authorising the payment instruction. As with your debit card PIN, it is important not to share your CVC code with others. 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.

## 3.7 Means of client identification and security

The rules set out in the Customer Relationship Conditions and the security rules set out in Section 1 of the Payment Services Information Sheet apply to the means of customer identification. These rules also apply to the wearable, paying with Apple Pay and paying with Google Pay. This means that only you may use your wearable, smartphone (like an iPhone) or other device (such as a tablet). You must also prevent misuse by being careful with your access code on your smartphone or other devices. Do not share codes with others and only record your own fingerprint or face on your device.

# 4. Payment transaction instruction

## 4.1 Execution period

In most cases, the amount of a transfer can be credited to the beneficiary's account within a few seconds, even if the amount is to be transferred to an account at another bank. If this is possible, this will be indicated in

the ABN AMRO app, Internet Banking or Access Online, and we will do this. This is only possible if the transfer is for an amount in euros and within the SEPA area, if the beneficiary's bank offers this possibility, and if the amount does not exceed the limit for this bank. If this possibility for direct execution exists, the transfer can be executed on all days of the week. If you do not want the transfer to be credited to the beneficiary's account within a few seconds, you must contact the bank. If the transfer cannot be credited to the beneficiary's account within a few seconds, a maximum execution period for transfers in euros within the SEPA area applies. For these payment transactions in euros, the beneficiary's bank receives a transfer from your current account no later than the next working day after the instruction date. In the case of payment transactions in currencies other than the euro made within the SEPA area, the execution period is up to four working days. If you issue a written instruction, the period is extended by one working day. If the bank has to convert the amount into another currency, another two working days will be added to the execution periods. Payment transactions to countries outside the SEPA area are executed by the bank within a reasonable period after the instruction date.

## 4.2 Instruction date

The instruction date is the date on which the bank receives an order for an outgoing payment transaction. The following rules apply in such a case:

- If the day on which we receive the instruction is not a working day, the instruction date will shift to the next working day. Transfers that can be credited to the beneficiary's account within a few seconds are processed on all days of the year.
- If you issue an instruction via a payment initiation service provider, the time of receipt is the time when the bank received the instruction via the payment initiation service provider as well as your consent for the instruction. If the day on which the bank receives the instruction is not a working day, the instruction date will shift to the next working day. Transfers that can be credited to the beneficiary's account within a few seconds are processed on all days of the year.
- You must send written instructions to the address listed in the Payment Services Information Sheet. The written instructions are digitised once per working day and then executed. The date on which

the bank receives your written digital instructions counts as the date of receipt. Written instructions can only be issued using a transfer form prescribed by the bank.

- The bank can set times after which the processing of your instruction on the same working day is no longer possible. This time may vary depending on the type of payment transaction, the communication channel or other circumstances. If the bank receives your order after this time the instruction date is the next working day. If the bank determines such times, the bank will state them on [abnamro.nl](https://abnamro.nl).
- If you give an instruction to execute a payment transaction at a later date, that date will count as the instruction date. If that date is not a working day, the instruction date will shift to the next working day. This may be different for a standing order (see Article 9 of these Payment Services Conditions). If the next working day falls in a different month, the instruction date for a standing order shifts to the preceding working day.
- If you do not have enough money in your account to execute the instruction, the bank can check again at a later date whether execution is possible. The bank is not obliged to do so. The date on which execution is possible will then count as the instruction date.
- If you make a payment using Wero, we will execute the instruction when the bank of the party you want to pay asks us to make the payment. The date on which we receive this request is the instruction date.

## 4.3 Non-execution

The bank may always refuse or postpone the execution of an instruction – or block the current account – if there is a reason for doing so in accordance with the bank's applicable terms and conditions. This is the case, for example, if fraud or abuse occurs or is suspected. If the bank does not execute an order, it will notify you. Written instructions can only be issued using a transfer form prescribed by the bank. A fee may apply for this. You should send written instructions to the address listed in the Payment Services Information Sheet.

## 4.4 Non-receipt by beneficiary

Situations may occur in which the beneficiary has not received the payment even though the money has been debited from your account. You must inform the

bank of this within 13 months. In that case, the bank must prove that the beneficiary's bank has received the payment. If the bank is unable to do so, it will reverse the debit.

#### 4.5 Limits

The bank may set limits for your payment transactions that restrict, for example, the amount of the payment, the number of payment transactions, or the countries to which you can send payments. These limits may vary depending on the type of payment transaction or communication channel or other circumstances. You can also set limits yourself. The limits are in your own interests as well as the interests of the bank, because they limit any loss that may arise. You can find more information in the Payment Services Information Sheet.

#### 4.6 Currency exchange

In the case of payment transactions to or from your current account in a currency other than the euro (foreign currency), the bank may exchange the amounts. In the case of outgoing payments, the bank will exchange the amount on the instruction date. In the case of incoming payments, it will do so on the date on which the bank adds the amount to the account. The bank uses the established exchange rate set by the bank at the time the bank changes the amount. 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 use a debit card to make a payment or cash withdrawal in a currency other than the euro in an EU country.

#### 4.7 Exchange rates and interest rates

The Payment Services Information Sheet tells you how to request the exchange rates and interest rates that apply to your current account from the bank. The bank may change exchange rates and interest rates immediately at any time without notifying you in advance.

#### 4.8 Instructions via a payment initiation service provider

You must make your own arrangements with the payment initiation service provider about their services. The bank is not party to such agreements. The Payment Services Conditions apply to the execution of instructions by the bank.

### 5. Statements

#### 5.1 Receipt of statements

The bank will provide you with statements listing the payment transactions and other transfers to and from your current account. If you use Internet Banking or another option offered by the bank for using an electronic communication channel, you can view/download your latest statement at any time. You can also receive paper bank statements if you have agreed this with the bank. This may be subject to charges.

#### 5.2 Provision of account information to an 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 that the provider requests. This information may consist of all data that are also included in your account statements up to a maximum of 18 months earlier than the time at which you issued the instruction. The bank is not responsible for the use of the data provided by the account information service provider. The bank is not party to your agreements with the account information service provider.

### 6. Security and risk distribution

#### 6.1 Prevention of unauthorised use by third parties

You must comply with all our rules and regulations regarding the use and security of payment services. These rules can be found in the General Conditions of ABN AMRO Bank N.V. and in the Payment Services Information Sheet.

#### 6.2 Limitation of loss due to unauthorised use

If an unauthorised person uses or could use your means of client identification, you must report this to the bank immediately. This applies to your debit card and PIN as well as other means with which you can identify yourself. Examples of this are passwords, codes or ID cards. If a bank form bearing your name has been lost or stolen, you must also report this to the bank.

### 6.3 Risk of unauthorised use

The risk distribution as stated in the Client Relationship Conditions applies. The bank deviates from this only in the case of payment transactions made at an ATM or point-of-sale terminal. If the bank executes a withdrawal from an ATM or a payment at a point-of-sale terminal without a valid instruction and debits the amount in question from your current account, we call this an unauthorised payment. The following provisions apply: The debited amount will in that case be for the bank's account. The cases described below are exceptions to this.

- If you have been deliberately or grossly negligent in strictly observing the bank's security rules, the payment transactions are entirely for your account and risk. This applies until such time as you notify the bank that an unauthorised person is able to use your client identifiers. The security rules can be found in the Payment Services Information Sheet and in the Client Relationship Conditions.
- If you act fraudulently, the payment transactions are entirely for your own account and risk.

## 7. Indirect loss and consequential loss

If you have suffered indirect loss or consequential loss, the bank is not liable for this. This concerns loss other than amounts that have been wrongly debited from your account. For example, this could include loss you may have suffered because you were temporarily unable to pay. An exception to this rule applies in the event of intent or gross negligence on the part of the bank.

## 8. Withdrawals and deposits

### 8.1 Withdrawals

A cash withdrawal is a payment transaction in which the bank pays money from your current account to you in cash, in the form of banknotes. You can withdraw cash at cash withdrawal machines or Geldmaat ATMs. When you make a cash withdrawal, you need to use your debit card and PIN or another means of client identification prescribed by the bank. In the Netherlands and abroad, you can make cash withdrawals from cash withdrawal machines (or Geldmaat ATMS) bearing the Maestro or Mastercard

logo using a debit card bearing the Maestro or Mastercard logo. You can withdraw money without a debit card at Geldmaat ATMs (in the Netherlands). 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 scan a QR code on the Geldmaat ATM.

### 8.2 Deposits

A cash deposit is a payment transaction in which the bank receives cash, in the form of banknotes or coins, and credits this to a current account. You can deposit money at Geldmaat ATMs (in the Netherlands) that accept deposits. If you wish to deposit coins, this is only possible with certain Geldmaat coin machines. For an up-to-date list of all Geldmaat ATMs, go to [locatiewijzer.geldmaat.nl](https://locatiewijzer.geldmaat.nl) (in Dutch). You use your ABN AMRO debit card for deposits. For other cash deposit possibilities, such as Seabag deposits, additional conditions apply that are agreed separately. The bank may impose restrictions on the amount of cash that can be deposited periodically.

## 9. Transfers

### 9.1 Transfers and types of transfers

For outgoing transfers, the bank debits the amount from your current account and ensures that the beneficiary's bank receives this amount. For incoming transfers, the bank receives an amount for you and credits it to your current account. Batch payments are outgoing transfers that you deliver to the bank as a single set containing multiple transfers. In the Payment Services Information Sheet, you will find information about the method of payment and the provision of statements for batch payments. iDEAL payments and Wero payments to webshops are transfers which you order via an electronic or hard copy instruction or approval form that has already been completed. You arrange this in the ABN AMRO app or in Internet Banking. The use of these types of transfer for incoming payments is subject to additional conditions that you must agree with the bank separately.

A standing order is a transfer that the bank repeats at fixed times. You only need to issue one instruction for a standing order. You can also ask the bank to make



an urgent transfer. This option is only available if it is compatible with the transfer type. In this case, the bank will execute the transfer as soon as possible.

## 9.2 Transfer instructions

The bank is not obliged to check whether the name of the beneficiary and other data in your instruction are correct. The bank executes your instruction based on the account number of the beneficiary that you state in the instruction. For transfers in euros within the SEPA area, you must state the beneficiary's IBAN (International Bank Account Number) in the instruction.

## 9.3 IBAN-Name Check

The bank may carry out an IBAN-Name Check in respect of a transfer instruction made through an online channel. In that case, you will be shown a notification if we have different information concerning the name of the account holder of the account number (IBAN) you provided. The IBAN-Name Check is merely a tool. You decide what to do with your transfer instruction after an IBAN Name Check has been done. Therefore, if you get a notification that other details are known, you can still give the transfer instruction to the bank. The bank executes the transfer instruction only on the basis of the specified account number (IBAN).

An IBAN-Name Check is not always carried out:

- for transfers to foreign accounts outside the SEPA area,
- for transfers to foreign accounts within the SEPA area if the beneficiary's bank does not offer this possibility,

This is visible when you enter a transfer instruction in an online channel.

If you submit batch payments, you can ask the bank to check the account number (IBAN) and name of each beneficiary in the batch. You are not required to do this. This check is possible via Internet Banking and Access Online. The bank then performs the check (IBAN-Name Check) and reports the results. You can download these results. Based on the results, you decide whether you want to make any changes to the batch payment. You can then issue an instruction for the execution of the adjusted batch payment. The bank executes the transfer instructions in the batch only on the basis of the specified account numbers (IBANs).

When executing batch payments, the bank assumes that you have already arranged for the account numbers (IBANs) and names of the beneficiaries to be checked.

## 10. Direct debits

### 10.1 Direct debit

A direct debit is a payment transaction made from your current account for which the payment instruction is issued by the beneficiary (the creditor), and not by you. You must first give the beneficiary permission for this by means of a direct debit mandate. This mandate also applies as your permission to the bank to execute the payment instruction. You can withdraw a mandate by notifying the creditor of this.

Direct debit is only possible for payments in euros between accounts with banks participating in SEPA. More information can be found on [abnamro.nl](https://abnamro.nl). A SEPA direct debit for Companies is a special type of direct debit. It is subject to the provisions of Article 10.5. Articles 10.2 to 10.4 shall not apply. The Payment Services Information Sheet provides an overview of the different types of direct debit and their characteristics.

### 10.2 Reversal of direct debit payments

In the case of a regular SEPA direct debit, you can ask the bank to reverse the direct debit without giving a reason. However, you must do this within eight weeks after the amount is debited from your current account. The Payment Services Information Sheet tells you which direct debits this is possible for.

### 10.3 Missing mandate

If there is no valid mandate for a direct debit, you can ask the bank to transfer the amount back to your current account. You must do this as soon as possible, at least within 13 months of the transaction. The bank will then check whether the payee can show a valid mandate. If the payee cannot do this, the bank will refund the amount. The bank will only follow this procedure if it is no longer possible to provide a refund without giving reasons.

## 10.4 Direct debit blocking instruction

You have the following options for blocking direct debits from your current account:

- Blocking all direct debits.
- Blocking all direct debits for a particular payee.
- Blocking all direct debits based on a specific mandate.
- One-off blocking (refusal) of a specific direct debit.
- Blocking a particular direct debit if the amount exceeds the maximum amount that you have specified.
- Blocking a particular direct debit if it is executed more often than the maximum number per calendar year that you have specified.
- Blocking all direct debits, except for direct debits of specific payees that you have registered with the bank.
- Blocking all direct debits, except for direct debits based on specific mandates that you have registered with the bank.

An instruction to block direct debits takes effect immediately after the instruction is received by the bank. Unless all direct debits are blocked, the relevant block is only possible if the bank has previously received an order from that creditor or on the basis of that mandate. If you have issued a blocking instruction, the bank will not execute the direct debit. You will receive no further notification of this. For direct debits that were executed before the blocking instruction took effect, the bank will not reverse the debit. You can also ask the bank to cancel a direct debit blocking instruction. The cancellation will take effect immediately.

## 10.5 SEPA Direct Debit for Business

A SEPA Direct Debit for Businesses is exclusively intended for use by corporate clients. You must register the details of the mandate that you have provided to the beneficiary (payee) with the bank. You can specify a maximum transaction amount. The bank will execute a SEPA Direct Debit for Business only if:

- The mandate has been registered with the bank;
- The transaction data correspond to the relevant recorded data concerning the mandate (see the Payment Services Information Sheet);
- Any maximum transaction amount specified is not exceeded.

Following registration, the bank may assume that the mandate exists. If the mandate changes, you must have the changed data registered with the bank. You must withdraw the registration with the bank if the mandate has expired or if you wish to block the option for SEPA Direct Debit for Businesses. You can refuse a SEPA Direct Debit for Businesses up to and including the day on which the direct debit is debited from your account. Reversal of a previously collected amount is not possible.

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

### 11.1 Paying at a point-of-sale terminal

You can use a debit card (including a digital debit card) bearing a Maestro or Mastercard logo with a PIN to make payments from your current account at a point-of-sale terminal. This is possible in the Netherlands and abroad with a company that accepts Maestro and/or Mastercard.

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

- If both your debit card and the point-of-sale terminal bear the contactless payment logo, you can make a payment without needing to enter your PIN. This is possible up to a maximum of € 50 per transaction. There may be times when you still have to enter the PIN, even when the amount is small.
- For paying fees or tolls, if the point-of-sale terminal does not indicate that you must use your PIN. This is possible up to a maximum of € 100 each time for parking and tolls.
- You can use your debit card to check in and out on public transport. Your debit card must bear the contactless payment logo. You do not need to enter a PIN, and there is no limit. You can use your debit card to check in and out at suitable poles or gates that can be recognised by the 'contactless payment' logo. By checking in and out with your debit card (such as a digital debit card), you give permission for the payment and/or to set aside money in your current account. At the end of the day, the amounts for all the trips you have made will be added together and debited from your account in one go. You can see the total amount in your account statement.

Payment via point-of-sale terminals is subject to additional conditions that you must agree with the bank separately.

## 11.2 Paying with a digital debit card at a point-of-sale terminal

You can use your digital debit card and the device 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 arranged with the manufacturer of your wearable how you approve payments.

- **Paying with Apple Pay and Google Pay**

You can use Apple Pay and Google Pay to:

1. Make contactless payments at point-of-sale terminals displaying the contactless payment logo, Apple Pay logo or Google Pay logo;
2. Make online payments via 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 via your debit card

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

## 12. Pay online

### 12.1 Pay online using 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 for yourself once 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 when making iDEAL online payments in future. 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 Payment online using Wero

#### 12.3.1 What is Wero?

Wero is the successor to iDEAL. Like iDEAL, you use Wero to pay online via websites or mobile applications (apps) that accept Wero as a payment option. Paying with Wero is possible if the Wero logo is displayed

Wero and iDEAL will exist side-by-side at first. This means you will be able to use both iDEAL and Wero to pay online. This means that you might start an iDEAL payment but the transaction is executed as a Wero payment. The name iDEAL | Wero or the iDEAL | Wero logo will be displayed for payments made using iDEAL, payments made using Wero, and payments that were started as iDEAL payments but executed as Wero payments.

#### 12.3.2 What rules apply when payments are made using Wero?

When you make a Wero payment, you approve the payment in the ABN AMRO app or in Internet Banking. You can approve payments in the ABN AMRO app using your five-digit identification code, your fingerprint or facial recognition. You can approve payments in Internet Banking using the e.identifier. More information can be found in Articles 3.4 and 3.5 of these Payment Services Conditions.

If a Wero payment is not immediately successful, for example due to a technical failure, we will try to execute the payment again on your behalf. More information can be found on our website.

#### 12.3.3 What are the rules for sharing addresses via Wero?

More information on this subject 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 instruction, 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 with a Mastercard logo also allows you to make recurring payments, for example for monthly subscription fees.

## 13. Disputing payments made using Wero

### 13.1 What rules apply when disputing payments made with Wero?

If you do not agree with a payment made with Wero, and you are unable to reach an agreement yourself with the seller, in most cases you can dispute the payment within a period of 120 days after the transaction date. Some payments are subject to different periods. You can read which payments and periods these are on our website. You will first be given an opportunity to agree on a solution with the seller. If you are unable to agree on a solution with the seller, you can call on the bank for assistance within 44 days after you began the dispute. In that case, the bank will initiate an investigation if necessary.

The Wero payment dispute process will start to be introduced on 1 October 2026. Only payments made with Wero can be disputed. This means iDEAL-Wero payments and iDEAL payments cannot be disputed. Depending on the type of transaction and seller, a payment may or may not be disputed, or a different process may apply. If a payment cannot be disputed, you will not see a 'dispute payment' button next to the relevant transaction in your transaction overview. You can read more about the process on our website.

As part of the dispute process, we may ask you to provide additional information. Such information includes supporting evidence for your dispute, such as evidence that you have been in contact with the seller about this payment and that you have not been able to reach a solution. A payment can only be disputed if no part of that payment has been refunded. If a refund is made during an ongoing dispute process, the process will be stopped.

If you did not make the payment yourself, you will be referred to our Customer Service department. In that case, Article 6 of these Payment Services Conditions applies.

If the outcome of the process is in your favour, the disputed amount will be refunded to your account once the process has been completed.

If it turns out that there is no valid reason to dispute the payment, we may terminate the dispute. The bank's investigation may take some time. For this reason, any refund may take place long after the dispute ends.

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

## 14. Disputing debit card payments

You can dispute payments (including online payments) made using your debit card. In that case, the bank will initiate an investigation if necessary. If you do not reach a solution with the seller, you must dispute the payment within 90 days after the payment was debited.

The process for disputing a payment varies, depending on the type of transaction (Geldmaat, Maestro, or Debit Mastercard). For information on what to do, please visit our website. When disputing the payment, you must provide additional information, including proof that you have been in contact with the seller about the payment, and that you have not been able to reach a solution with each other.

If you did not make the payment yourself, you will be referred to our Customer Service department. In that case, Article 6 of these Payment Services Conditions applies.

If you dispute a payment (online or otherwise) made with your debit card on time, the bank can provide you with a provisional refund. This is subject to the following condition: if it turns out that the dispute is was not justified, we will charge you for the amount again. During the dispute process, the bank checks whether the payment was made on your instruction or with your permission. The bank may ask you for additional information if this is necessary for this investigation. If the bank requests this, you must provide us with this information within 10 working days. A payment can only be disputed if no part of that payment has been refunded.

We will not refund payments to or deposits paid into an investment account (this includes cryptocurrencies).

If it turns out that there is no valid reason to dispute the payment, we may terminate the dispute. The bank's investigation may take some time. This means that the provisional refund (if any) and the reversal of that provisional repayment may take place long after the dispute.

If you fail to comply with any of the obligations set out in this article, we will not continue processing your challenge.

## 15. Payment Services Information Sheet / sending of information

The Payment Services Information Sheet contains further rules and information concerning security, debit cards (including digital debit cards), means of client identification, current accounts, payment transactions, working days, limits, 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.

## 16. Communication

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

## 17. Amendment/termination

### 17.1 Alteration of conditions

The bank may amend and supplement the Payment Services Conditions and the Payment Services Information Sheet. The bank will inform you of this at least two months in advance. The amendment and supplement will apply to you unless you cancel the payment services (this is free of charge) and stop making use of them before the amendment takes effect.

### 17.2 Cancellation

You can cancel the payment services whenever you want by notifying the bank. On the last day of the month in which the bank receives your cancellation, the bank will then terminate the payment services. You can only cancel your current account if no money that has been set aside is still outstanding.

The bank may also cancel payment services. In that case, the bank will send you a notice of termination at least two months in advance.

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ABN AMRO Bank N.V., which has its registered office in Amsterdam.  
Trade register of Amsterdam Chamber of Commerce, no. 34334259.

