

Investment Transfer Service Conditions

Glossary used in the Investment Transfer Service Conditions

Term	Definition
claim form	You can use this form to claim a reimbursement from the bank of any transfer and sale commission charged by another investment firm.
conditions	The Investment Transfer Service Conditions.
cost statement	This is the statement you receive from another investment firm. This will list the: 1. transfer commission; and/or 2. sales commission.
investment firm	An institution, such as a bank, that provides investment services and where you have an investment portfolio. In these Investment Transfer Service Conditions, 'investment firm' refers to the investment firm from which you want to transfer investment products to the bank. The 'bank' refers to ABN AMRO.
Investment Transfer Service	The service that the bank offers so that you can transfer investment products that you hold at another investment firm to your investment account at the bank.
reimbursement of transfer costs	The bank will reimburse the total amount of any transfer and/or sales commission you have to pay to another investment firm for transferring your investment products to the bank. If you transfer foreign investment products to the bank, you may sometimes have to pay commission if the bank credits these products to your investment account. These amounts are also regarded as reimbursement of transfer costs. The bank will reimburse a maximum of EUR 1,500 (incl. VAT) over a 12-month period in this respect.
sales commission	The commission you pay to another investment firm if this firm sells your investment products for you.
specification form	You use this form to specify the investment products you want to transfer from another investment firm to your investment account at the bank. Please complete this form and enclose it with your transfer form.
transfer commission	The commission that you pay to another investment firm if this firm transfers your investment products to your investment account at the bank.
transfer form	You use this form to instruct the bank to transfer some or all of the investment products you hold at another investment firm to your investment account at the bank.

- These conditions apply to the Investment Transfer Service.
- To use the Investment Transfer Service, you must first open an investment account and payment account at the bank. The bank will open an investment account for you after you sign the ABN AMRO Investment Agreement. This Agreement will be governed by the ABN AMRO Investment Conditions and the General Investment Conditions.
- The Investment Transfer Service works as follows. To transfer investment products you hold at another investment firm to your investment account at the bank:
 - You must:
 - complete and sign the transfer form and eventual specification form; and
 - send them to the bank at the address stated on these forms.

Sometimes other people may also need to sign the forms. You can find more information about this under point 4. (*Who must sign the forms for the Investment Transfer Service?*)

- Once the bank receives your forms, it will send them to the other investment firm.
- Once you receive confirmation that the bank has taken delivery of your investments, you must submit a claim form via Internet Banking or via the ABN AMRO website (Investment Transfer Service). This must be done within eight weeks after the bank credits your investment products to your investment account at the bank. If you do not do this within eight weeks, the bank will no longer reimburse the transfer costs.
- The bank will then credit the total amount to your specified payment account. The maximum that will be reimbursed in a 12-month period is EUR 1,500 (incl. VAT).

- ▶ An investment firm will normally net off the amount on the cost statement against your balance at the firm. If the other investment firm does not do this, you must pay that firm the amount indicated in the statement.

4. Who must sign the forms for the Investment Transfer Service?

- ▶ If you have an investment account that is held in joint names at the other investment firm and has to be operated jointly, the other person(s) must all sign the forms.
- ▶ If you have an investment account at the other investment firm that is held in joint names, but can be operated both solely and jointly, the forms do not need to be signed by all the persons. Your signature on the forms will be sufficient. The only exception is if you also give instructions to close your investment account at the other investment firm. In those circumstances, all the other persons must sign the form.

5. The bank reimburses the transfer commission.

The bank also reimburses the possible sales commission if you:

- ▶ first sell your investment products at the other investment firm and then transfer the proceeds to your payment account at the bank; and
- ▶ use the balance on your payment account at the bank to buy investment products;
- ▶ but only if you buy the investment products within four weeks of selling your investment products at the other investment firm.

Only your sales commission will be reimbursed. Your buy commission will not be reimbursed. The bank will determine the sales orders and sales commission that qualify for a reimbursement of transfer costs. The maximum that will be reimbursed in this respect in a 12-month period is EUR 1,500 (incl. VAT).

6. The bank may in some instances ask you for a copy of the cost statement that you have received from the other investment firm. The bank will let you know if a copy of the cost statement is required. Whenever the bank asks for a copy of the cost statement, you must provide this to the bank. Failure to do so will mean that you will no longer be entitled to reimbursement of the transfer fee by the bank.

7. The bank will own the forms and copies that you give to the bank in the context of the Investment Transfer Service and so will not return them to you. The bank will use the information you have given only for delivering the Investment Transfer Service.

8. These conditions and the Investment Transfer Service are governed by Dutch law. The bank may terminate the Investment Transfer Service, change the conditions and remove this service from its product range at any time.

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