

Terms and conditions of the (extended) purchase protection insurance

This is a translation of the original Dutch text. In case of any disparity between the Dutch original and this translation, the Dutch text will prevail.

These terms and conditions describe the insurance provided by ABN AMRO Schadeverzekering N.V. and apply in addition to the general Card terms and conditions that apply to your *Card*. This insurance covers the consequences of *damage* to, loss of or theft of an *item* purchased with your *Card*.

If you have any questions, you can contact the ABN AMRO Creditcard Servicedesk via +31 (0)20 - 6 600 123.

Contents of these terms and conditions

- The meaning of the words in italics.
- Reporting *damage*.
- The scope of the purchase protection insurance.
- Situations that are never covered by the purchase protection insurance.
- What happens when you report *damage* to us and the amount we pay out.
- Other existing arrangements.
- List of definitions with explanations of the words in italics.

What do the words in italics mean?

In these terms and conditions, certain words are in italics. These words have a special meaning. The explanation of these words can be found in the list of definitions after the terms and conditions.

Reporting *damage*

If you have incurred *damage* on one of your items, please report this as soon as possible. You can do this by reporting the issue by telephone via the ABN AMRO Creditcard Service Desk at +31 (0)20 - 6 600 123. You will then receive a claim form to report your *damage* to ABN AMRO Schadeverzekering N.V.

The scope of the (extended) purchase protection insurance

The purchase protection covers *damage*, loss or theft occurring anywhere in the world within 180 days of purchase with your *Card*. The extended purchase protection insurance is valid for 365 days from the date of purchase with your *Card*. The cause must be sudden and unforeseen.

If you have incurred *damage* on an item under this insurance, a compulsory excess of € 50 per event applies.

Please note: there are also situations that are never covered by the insurance, so make sure you read not only what the insurance does cover, but also what it never covers.

What is never covered by the (extended) purchase protection insurance?

The insurance never covers *damage*:

- Caused by or arising before the start or after expiry of your *Card*, as set out in the general terms and conditions that apply to your *Card*.
- Caused by or arising during a trip by plane, coach, train or boat to *valuables* that were not carried by you as hand luggage.
- To an *item* that was not purchased using your *Card*.
- To an *item* registered in your company's or employer's name, or for business use.
- If it is prohibited by national or international laws or regulations.
- Caused by or arising from government action, for example, seizure by the courts.
- Caused by or arising from the modification, repair or cleaning of an *item*.
- Caused by or arising from a *natural disaster*.
- Caused by or arising from *malicious intent*, recklessness, *serious fault*, gross negligence or illegal activity on your part.
- Caused by *wear and tear* or normal use, even if this results in *disfigurement*.
- Due to theft of an *item* from a residence or *means of transport* without any *damage* due to forced entry.
- Due to theft from a *means of transport* because an *item* had not been stored in a boot, centre console or glove compartment. The above storage areas must be locked, and the *item* must not be visible from the outside.
- Caused through your failure to exercise due care.



- Caused due to your being under the influence of an *intoxicating substance*.
- Caused due to a *spontaneous failure* of an *item* or the *item* stops working on its own.
- Caused by an *act of war* or a *nuclear reaction*.
- If you have committed *fraud*.

The insurance will never cover *damage* if it is compensated under a law, a government measure, another insurance policy or a guarantee agreement. In that case, we will only reimburse the *damage* and other costs that are not covered by this law, government measure, other insurance or guarantee agreement.

What happens when you report *damage* to us and the amount we pay out?

What do we do when you report *damage* to us?

If you report *damage* to us, we will assess what has happened and whether the *damage* is covered. We will also assess the amount of *damage* you have incurred. You must provide us with the information we need and you must show the *damage* you incurred. If an *item* is missing or stolen, please send us proof that you have reported the matter to the police. If you fail to cooperate with the assessment of the *damage*, or you fail to meet other obligations arising from the terms and conditions, we have a right to refuse to pay out on the insurance.

Sometimes we ask a *loss adjuster* to help us determine the cause and extent of the *damage*. You are also free to engage a *loss adjuster* yourself. If you engage a *loss adjuster* yourself, we will reimburse the costs if these costs are reasonable. If you want to know what we consider reasonable costs, please feel free to contact us in advance. If both you and us engage a *loss adjuster*, then these loss adjusters will appoint an independent *loss adjuster* together. This *loss adjuster* is known as an arbitrator. The loss adjusters engaged by you and us will first try to reach a consensus. If they cannot reach a consensus the arbitrator will settle the dispute. The arbitrator's decision is binding on you and on us.

How do we determine whether there is cover?

In order to determine whether cover applies, we use these terms and conditions and the information received regarding the *damage*.

What if the *damage* is related to terrorism?

At times we cannot bear *damage* caused by terrorism ourselves. In such cases, we will only compensate for *damage* to the extent that it is covered by the Dutch Terrorism Risk Reinsurance Company (Nederlandse Herverzekeringsmaatschappij voor Terrorisemeschade, NHT).

For each calendar year, a maximum of 1 billion euros is made available to cover all *damage* caused by terrorism in the Netherlands. This maximum amount applies to all insurers in the Netherlands participating in the NHT and only to events for which these insurers' insurance policies cover *damage*. If the *damage* caused by terrorism in a single year greater than 1 billion euros, the NHT sets a benefit percentage: the NHT decides on what percentage it will reimburse to the insurers participating in the NHT.

We first determine the scope of the *damage*, less any excess. We will then reimburse you a percentage of this amount that corresponds to the benefit percentage set by the NHT. If the total *damage* remains below 1 billion euros, or the NHT refuses to pay us for other reasons, we will pay out in accordance with these policy conditions.

If you would like to know more about this, please read the Terrorism Cover clauses sheet on the ICS website. You can also visit the NHT website for contact details of the NHT, news and background information: terrorismeverzekerder.nl. There you can also read how the NHT processes *damage* in the Claims Settlement Protocol.

If you report the *damage* 2 years or more after the NHT has decided whether any *damage* related to terrorism occurred, any right to compensation for *damage* will lapse.

How do we determine the scope of the covered *damage*?

The scope of the *damage* is the replacement value immediately prior to the *damage* having been incurred minus the resale value immediately following the *damage*.

How do we calculate the amount you will be paid?

We use the scope of the *damage* as the basis for the payout.

Please note: we do not do this if the repair costs are lower than the scope of the *damage*. In that case, we will cover the repair costs. We deduct the excess from the benefit. Maximum insured amounts apply to certain items. You can find these below. If a maximum insured amount has been set we will first apply the maximum amount and then the excess. We will pay out the remaining amount to you. We never pay out more than € 2,500 per event.

Maximum insured amounts per event apply to the following items:

Computer equipment	€ 1,000
Jewellery and watches	€ 1,000
Designer bags	€ 1,000
Smartphones	€ 250



We can also reimburse the *payment in kind*. If we do this, we will have the *damage* repaired by a company from our repair network. You do not need to pay anything up front. The repair company will send the invoice directly to us. You will need to pay the excess directly to the repair company. If it is not possible to repair the *damage*, for example due to theft, we can also have your *item* replaced.

Please note: we may also collect a damaged *item*, have it repaired or replace it with a similar *item*. If we collect the damaged *item*, we become the owner of this *item* after compensation has been paid. If a lost or stolen *item* is found within six weeks, you will have to take the *item* back. If you have already received a benefit for this *item* from us, you must pay this amount back to us.

What other arrangements are there?

When does insurance cover start and end?

Cover under this insurance policy begins as soon as your *Card* becomes valid. Cover ends when your *Card* is no longer valid. Please refer to the general terms and conditions of your *Card* for details on validity.

When can we terminate the insurance cover?

We may terminate the insurance cover with immediate effect in the following situations:

- If *fraud* is established.
- If you or another interested party is included on a national or international sanctions list.

We can terminate the insurance cover with a notice period of two months in the following situations:

- Within 30 days of *damage* having been reported, rejected or paid.
- If you file an above-average number of claims for *damage*. In that case you will first receive a warning.
- If you fail to cooperate sufficiently in the settlement of a *damage*.
- If you display threatening or abusive behaviour towards one of the parties involved.
- If you move abroad or stay abroad for more than 6 months.

Transfer or limitation period

You cannot transfer any items to us in the event of *damage*. Claims are subject to a limitation period:

- 3 years after the *damage* has been paid or rejected.
- 3 years after the *damage* occurred and you became aware of this *damage*.
- 3 years after our last contact with you or someone representing you regarding the *damage* that has been reported.

Complaints

If you are not satisfied with this insurance policy or our service, you can submit a complaint to us via klacht.schadewonen@abnamroverzekeringen.nl. If you are dissatisfied with the way your complaint has been handled, you can submit your complaint to the independent Financial Services Complaints Institute (Kifid), PO Box 93257, 2509 AG The Hague, or via kifid.nl. You can also bring the complaint before a Dutch court.

If Kifid is dealing with a case that also involves a disciplinary aspect, it refers that part of the complaint to the Disciplinary Board for Insurers. Kifid will inform you about this. This also applies if a complaint is of a purely disciplinary nature. You must also submit that complaint to Kifid.

Privacy protection and electronic recording

We adhere to the Code of Conduct for the Processing of Personal Data by the Insurance Industry. This code of conduct (in Dutch) can be found on verzekeraars.nl if you search for “gedragscode persoonsgegevens” and select the article “Gedragscode Verwerking Persoonsgegevens Verzekeraars”.

If we communicate electronically, for example, via the internet, e-mail or telephone, we may record this communication electronically to pose as evidence or to improve our service.

How do we protect you and ourselves against deliberate misinformation, fraud or misrepresentation?

We start from the assumption that you provide us with accurate and complete information. If we suspect that information has been deliberately misrepresented, or that *fraud* or deception has taken place, we may conduct an investigation. We do this in accordance with the guidelines of the *Verbond van Verzekeraars* (Dutch Association of Insurers). Since we are in a partnership with *Nationale Nederlanden*, we also follow their guidelines. Further information on this can be found at abnamro.nl/klantgericht-verzekeren. After carrying out an investigation, we will make a decision. We may, for example, choose to terminate the insurance immediately and/or refuse to pay out.

Furthermore, we may decide to reclaim benefits and recover investigation costs. We can also report the matter to the police. All these measures ensure that you do not end up paying unnecessary contributions because others are misusing their insurance.

External processing of personal data at Stichting CIS

In order to pursue a responsible policy for acceptance, risk and *fraud*, we may have access to and record data about you and your insurance policies in the Central Information System (CIS)



of insurance companies operating in the Netherlands, Stichting CIS. The purpose of the processing of personal data by Stichting CIS is to manage risks and combat *fraud* for insurers and authorised agents. You can find more information about their privacy rules on Stichting CIS' website. Website: stichtingcis.nl.

Sanctions legislation and regulations

At times we are prohibited from entering into an insurance policy with you. This is due to national and international (sanctions) regulations. The insurance policy will not be issued if you or any other interested party is included on a national or international sanctions list. We will check this in retrospect. This is why we apply a "condition precedent". The condition precedent is: "The

agreement will come into effect only if a review does not reveal that it is prohibited, under sanctions legislation or regulations, to provide financial services to or for the benefit of: the policyholder, insured persons, co-insured persons and other natural persons and legal entities who could benefit from the existence of the agreement; representatives and holders of powers of attorney for the policyholder's business; ultimate beneficial owners of the policyholder's business".

Dutch law

This insurance is governed by Dutch law. If a dispute leads to court proceedings, the dispute will be brought before a Dutch court.

List of definitions

Act of war	Is organised violence such as: • Armed conflict: any situation in which states or other organised parties combat each other, or at least the one the other, with the use of military force. Armed conflict is deemed to include the armed action by a Peacekeeping Force of the United Nations. • Civil war: a more or less organised violent struggle between residents of the same state involving a significant proportion of its inhabitants. • Insurrection: organised violent resistance within a state directed against the public authorities. • Domestic disturbances: more or less organised acts of violence, occurring in different places within a state. • Riots: a more or less organised local violent movement directed against the public authorities. • Mutiny: a more or less organised violent movement of members of the armed force directed against the authority under which they fall.
Card	Is a credit card issued by International Card Services, like the ABN AMRO Credit Card, the ABN AMRO MeesPierson Card, the ABN AMRO Gold Card and the ABN AMRO MeesPierson Gold Card.
Damage	Is tangible <i>damage</i> to or loss of an <i>item</i> .
Disfigurement	Is discolouration, ageing, deformation, corrosion, stains, scratches, scuffs, minor dents and other superficial damage that does not affect the normal use of an <i>item</i> .
Event	Is an incident. We regard multiple incidents with the same cause as a single <i>event</i> .
Fraud	Is the act of obtaining an unlawful advantage through deliberate deception, whereby matters are presented as different than they actually are.
ICS	Is International Card Services B.V., trading under the name International Card Services.
Intoxicating substance	Is a substance that impairs a person's ability to think or act as clearly as they would without it.
Item	Is a tangible object as described in the Dutch Civil Code. An <i>item</i> is not understood to mean: • Motor vehicles, boats, aircrafts, drones, trailers, caravans, tents trailers, bicycles or outboard motors. • Collections or photographs. • Money, furs, animals, plants, company equipment, commercial goods, identity documents, passports, bank cards, season tickets and driving licences.
Loss adjuster	Is a qualified person who has undertaken to comply with the Code of Conduct for Loss Adjustment Agencies.
Malicious intent	Is an action in which you act or fail to act, either as an individual or as part of a group of people: • With the aim of causing <i>damage</i>. • Even if the intention is not to cause <i>damage</i>, the action is sure to result in <i>damage</i>. • Even if the intention is not to cause <i>damage</i>, but it is accepted that the action may result in <i>damage</i>.



This action is socially unacceptable and/or criminal and is objectively inferred from facts, circumstances and behaviour from the perspective of a neutral observer. By *malicious intent*, we mean, in any event:

- Arson, destruction and *damage*.
- Extortion, *fraud*, swindling, threats, robbery, embezzlement, theft and burglary. This also applies if any of the above takes place digitally.
- Excessive use of drugs, medicines, alcohol and narcotic substances, to the extent that one is no longer able to exercise free will.
- Assault, battery, voluntary manslaughter and murder.

Means of transport Is a car, bicycle, moped, camper or recreational craft belonging to *you*. By *means of transport*, we also mean a caravan or trailer.

Nationale Nederlanden Is NN Group N.V. of which we are a part.

Natural disaster Is an avalanche, flood, snowdrift, earthquake, forest fire, tsunami, volcanic eruption or cyclone (wind force 12 or higher).

Nuclear reaction Is a *nuclear reaction* in which energy is released, such as nuclear fusion, nuclear fission or radioactivity.

Payment in kind Is the reimbursement of *damage* in the form of a product or service rather than in cash. For example, a smartphone that is repaired or replaced following *damage* by a company in our repair network.

Serious fault Is a fault caused by or arising from a person's failure to exercise due care and has not taken all reasonable steps to prevent the *damage*. A person is deliberately *grossly negligent* if they know there is a significant risk of *damage*, but believe that no *damage* will be incurred. A person is unconsciously negligent if they do not give any thought whatsoever to the fact that there is a significant risk of *damage*.

Spontaneous failure Is *damage* that is not caused by an external event, but by a characteristic or defect of the *item* itself. By *spontaneous failure*, we also mean a short circuit or overheating.

Terrorism Is a malicious contamination or the taking of preventive measures as described in the "Terrorism Cover Clauses Sheet". This clauses sheet is available at icscards.nl/abnamrogb/conditions.

Valuable items

- Jewellery, watches and smartwatches.
- Designer bags.
- Artworks and antiques.
- Film, photographic, imaging, audio and video equipment.
- Computer equipment.
- Smartphones and e-readers.

Verbond van Verzekeraars Is a trade association representing insurers. See also verzekeraars.nl.

We Is ABN AMRO Schadeverzekering N.V.

Wear and tear Is *damage* or deterioration that occurs gradually as a result of continuous use or exposure.

You Is the Cardholder registered with International Card Services in accordance with the applicable terms and conditions of the *Card*.