

Who can open a Consumer Account?

- Any natural person over 18 years old. Natural persons over 18 years of age have the same rights and obligations towards POST Finance.
- Any natural person under the age of 18 or who does not have legal capacity to act, with the agreement of his/her legal guardian and his/her joint and several guarantee against any debts incurred.

Where?

At any Point of Sale.

What documents/information do I need?

In order to be able to conclude the Contract, POST Finance will need the following information:

- (i) your ID, in order to identify you in the context of the fight against money laundering and the financing of terrorism;
- (ii) information regarding your tax obligations (especially your qualification as a US tax resident under the terms of FATCA).

The application to open a Consumer Account should include the following documents:

- a copy of the Holder's proof of ID
- where applicable, an authenticated, certified copy of the proofs of ID of the Proxy/Proxies
- a statement of signatures, duly completed by the applicant and, where applicable by the Proxy/Proxies, and signed by the Holder
- a proof of residence

In the context of the fight against money laundering and the financing of terrorism, POST Finance is required by law to collect information relating to the purpose and nature of the business relationship and any other relevant piece of information about its customer. It is required to maintain constant vigilance throughout its entire relationship with you, and to closely examine transactions that are carried out, ensuring that they are consistent with its up-to-date knowledge of you. It is also required to send the competent authorities any information relating to transactions with a high risk of money laundering or financing of terrorism. You therefore agree to send any information or supporting documentation to POST Finance, either spontaneously or upon its request, that will enable it to fulfil its obligations. You should particularly draw the attention of POST Finance to any transaction liable to present a "high risk" with regard to the above.

You undertake to send POST Finance any information and documents it may request, notably relating to nationality, place of tax residency and inspection bodies, in order to enable POST Finance to meet its obligation to pass on information to the tax authorities, especially pursuant to Article 9b of the Law of 29 March 2013 on international administrative cooperation in the field of taxation, as amended, enacting the provisions of Article 8(3)a of Directive 2011/16/EU of the Council of 15 February 2011 on administrative cooperation in the field of taxation, as amended, and the agreements concluded by Luxembourg enabling the automatic exchange of information for tax purposes.

This list is not exhaustive. POST Finance reserves the right to conclude and execute the Contract conditional upon the issue of any document it deems necessary in terms of respecting its legal obligations.

POST Finance reserves the right to request additional supporting documents or to implement additional measures to verify or certify the authenticity of the documents supplied in accordance with the law, at any time.

Creation of a proxy

Any Holder wishing to create, amend or terminate a proxy on his/her Consumer Account must provide:

- a statement of signatures including all persons receiving proxy status on the Account;
- copies of the proof of ID of each of these persons;
- notification to POST Finance of any person seeking to terminate his/her proxy.

A single Proxy cannot amend the proxy powers on an Account for which he/she is merely a Proxy.

Transfer of your Account to another financial institution

Information on this topic is available at: www.post.lu

You may ask POST Finance to transfer your payment Account to another provider of payment services located in Luxembourg, provided that this account has been opened or is held in the same currency as your Account.

If your Account is a joint Account, each Co-Holder must authorise the change.

You should submit the transfer authorisation in Luxembourgish, French or German. You should provide written authorisation, and a copy will be given to you.

This authorisation enables you to:

- identify incoming transfers, standing orders and direct debit orders that are to be transferred;
- grant your permission to POST Finance and to the recipient payment service provider to complete all tasks necessary in order to transfer your Account;
- specify the date from which standing orders and direct debits should be performed using the payment account opened or held with the recipient payment service provider. This date is set at least six business days from receipt by the recipient payment service provider of the documents sent by POST Finance.

Further information on this subject is available in Chapter 3 of the Law of 13 June 2017 relating to payment accounts.

This information is provided for information only. Only the provisions of the Law of 13 June 2017 relating to payment accounts may be invoked in the event of any dispute on this subject.

Portability of the Personal Data you entrusted to POST Finance

The procedures relating to your Personal Data and especially its portability may be consulted at any Point of Sale and in the Terms and Conditions available at www.post.lu

Closure of a Joint Account

In principle, a Co-Holder cannot close a Joint Account on his/her own. Closing a Joint Account must be done jointly by all Co-Holders, as is the case for opening such an account. However, a number of special cases should be taken into account:

Termination

In the event of a dispute between the Co-Holders, one Co-Holder may terminate the Joint Account. Under these circumstances, the Account will only operate with the signatures of all Co-Holders for all transactions. Any Cards linked to the Account will be blocked. Termination can be performed by registered letter sent to POST Finance with acknowledgement of receipt.

Renunciation of rights

One Co-Holder may decide to renounce his/her rights and obligations in respect of a Joint Account. In this case, he/she takes the decision no longer to be a Co-Holder of the Account. The Account will then remain a Joint Account if there is still more than one Co-Holder. It will revert to an Individual Account if only one Holder remains. However, the Co-Holder renouncing his/her rights and obligations, however, remains responsible for any unauthorised overdrawn of the credit in the Account arising from transactions performed prior to the receipt by POST Finance, by registered letter, of his/her decision to renounce his/her rights on the joint account.

Death of a Co-Holder

In the event of the death of a Co-Holder, the Joint Account will not be frozen. It will remain operational for debit and credit transactions unless an heir (or a notary acting on behalf of all heirs) explicitly requests a freeze on the Account. Upon receipt of the death certificate of a Co-Holder, POST Finance will send a letter to the remaining Co-Holder(s) notifying him/her/them that he/she/they may either close the Account or convert it into an Individual Account. Under these circumstances, the attached Forms relating to inheritance should be completed and returned to POST Finance by the heir(s) of the Co-Holder.

What happens in case of death?

Please refer to Article 16 of the POST Finance General Terms and Conditions.

How can I close my Account / cancel a Service?

Please refer to Article 12 of the POST Finance General Terms and Conditions.