



YOUR DAY-TO-DAY SERVICES CONSUMER ACCOUNT

Who can open a Consumer Account?

- Any natural person over 18 years of age. 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 documentation/information is needed?

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

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

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

- 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

POST does not return the applicant the documents provided in support of his/her application.

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 you. 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 the 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 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 make conclusion and execution of the Contract conditional upon the issue of any document it deems necessary in terms of respecting its legal obligations.

POST Finance is not required to state the reason for refusing to open an account.

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 arrangement

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

- a statement of signatures for all of the Proxies;
- copies of the proofs of ID for all of the Proxies;
- notification to POST Finance of any Proxies he/she wishes to withdraw from the Proxy arrangement.

A Proxy cannot itself amend Proxy Mandates on an Account for which he/she is the single Proxy.

POST Finance is entitled not to accept all or part of the Proxy arrangement, or to request any information, additional evidence or a specific form of Proxy Mandate (e.g. notarised). POST Finance may request, at your expense and prior to accepting the Proxy arrangement, the performance of any additional formality (e.g. notarisation, legalisation, translation, etc.).

The Proxy Mandate will remain valid until POST Finance receives notice of revocation expressed by any of the Holders or the express waiver of the Proxy. In the latter case, POST Finance will inform the Holder(s). If you decide to revoke a

Proxy Mandate, you must inform the Proxy as soon as possible and require that he/she return the means of payment in his/her possession.

As regards an individual Account, the Proxy Mandate will automatically end in the case of death/guardianship/trusteeship of the principal or Proxy. Apart from these cases, POST Finance may also terminate the Proxy arrangement for any justified reason not contrary to the Law.

Transfer of your Account to another financial institution

You may ask POST Finance to transfer your 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 Credit Transfers, Standing Orders and SEPA 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 SEPA Direct Debit orders should be executed using the payment account opened or held with the recipient payment service provider. This date is set at least six business days from receipt of the documents sent by POST Finance by the recipient payment service provider.

Further information on the subject of banking mobility is available in Chapter 3 of the Law of 13 June 2017 on payment accounts.

This information is provided for indicative purposes only. Only the legal provisions (e.g. the Law of 13 June 2017 on 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 are specified in the Personal Data Notice available at any Point of Sale and 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, the following different 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 - Withdrawal from the joint Account

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 remains responsible for any unauthorised overdraft on the Account arising from transactions performed before POST Finance has effectively been made aware, by registered letter or the relevant Form, of his/her decision to renounce his/her rights over 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 the Account will be closed, with the possibility to open a new account and have the funds of the closed account transferred on such new account. 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 15 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.