

General Information about de Volksbank N.V.

Office address:

Croeselaan 1, 3521 BJ Utrecht, the Netherlands

Correspondence address:

P.O. Box 8444, 3503 RK Utrecht, the Netherlands

Website: <https://www.devолksbank.nl>

De Volksbank N.V. (hereafter "**de Volksbank**") has its registered office in Utrecht and is registered with the Chamber of Commerce under number 16062338.

Authorisations

De Volksbank has been granted a licence pursuant to Article 2:13(1) of the Dutch Financial Supervision Act to conduct the business of a bank (including the provision of investment services) and is registered in the register of banks of De Nederlandsche Bank N.V. ("**DNB**") (contact details: P.O. Box.98, 1000 AB Amsterdam, the Netherlands / www.dnb.nl).

De Volksbank operates under the supervision of the ECB as a designated significant credit institution in accordance with the Single Supervisory Mechanism (SSM) which was launched in November 2014. DNB remains ultimately responsible for the integrity supervision of de Volksbank.

De Volksbank operates under the following trade names: ASN Bank, Regiobank, SNS and BLG Wonen.

LEI

The LEI code of de Volksbank is:

724500A1FNICHSDF2111

EMIR

De Volksbank is a **category 2** large financial counterparty.

Communication methods

De Volksbank communicates to its clients in English and in Dutch. De Volksbank may consider notifications made in different languages as invalid. Unless agreed otherwise, any communication between de Volksbank and a client includes email, phone, website or any other paper or electronic method.

De Volksbank uses the following electronic means of communication:

Bloomberg Chat (IB Chat), Reuters Chat (Eikon Messenger) and email via de Volksbank email accounts. Any other form of electronic communication is not permitted and will not result in any transaction with de Volksbank.

Recording of Communications

All telephone traffic in respect of which a statutory data retention obligation applies, must take place via de Volksbank's landlines. Telephone conversations with de Volksbank's Financial Markets department will be recorded.

The use of mobile telephones when concluding transactions in financial instruments is not permitted within de Volksbank. In such a situation, a client will be contacted via a fixed telephone line of de Volksbank, so that the statutory data retention obligation can be complied with.

For all non-electronic and permitted electronic means of communication, de Volksbank applies the statutory data retention obligation of a minimum period of five years or such longer period as provided by law.