

> Step 2 : submit your request

Send the signed request by post together with a copy of the account statements with transfer charges to:
Keytrade Bank, Securities Back Office – REFUND, Bld du Souverain 100 Vorstlaan, 1170 Brussels

You can also e-mail a clear scan of the signed request and the account statements to stock.transfers@keytradebank.com. Make sure your e-mail subject includes the word 'Refund' and your trading account number.

What will happen next?

As soon as we receive the signed document and its attachments, we will start to process your request. Transfer charges that meet the terms and conditions will be refunded into your trading account within 15 business days.

> Terms and conditions for refunding transfer charges

Send us a summary of the incurred transfer charges within 6 months of the start of the securities transfer to your Keytrade Bank account. Please use the 'Securities transfer – Proof of charges' document and add a copy of the account statements with transfer charges.

1. Transfer charges can be refunded if :

- you can buy the security online on the Keytrade Bank website and
- the value of the transferred line is at least €500 (or the equivalent of €500 if the security is quoted in a different currency).

The charges for transferring securities that cannot be bought online with Keytrade Bank (securities that can only be sold online or that are traded by telephone, for example) or for which the value of the transferred line is lower than €500 (or the equivalent in a different currency) are not eligible for refund.

If you want to know in advance which securities in your portfolio are eligible for a transfer charge refund, contact our commercial service by phone on +32 2 679 90 00 or by e-mail at info@keytradebank.com.

2. The maximum refund for transfer charges is €2,500 per 12 months per legal place of residence. The refund is paid into your Keytrade Bank trading account. If you perform several transfers within 12 months, the €2,500 maximum applies to all transfers together.

Keytrade Bank reserves the right to change the terms and conditions.