

The following translation is provided for the customer's convenience only. The contractual language is German. Therefore, German legal documents are binding in all respects and constructions, meanings or interpretations in the German legal documents shall prevail in case of inconsistency with the English version.

Authorization by the Account Holder for Account Switching Assistance (Sec. 21 of the Payment Accounts Act (Zahlungskontengesetz – ZKG))

Mr./Ms _____ (Name of the Customer)

_____ (if applicable, additional holders of the account to be transferred)

....

is/are the holder(s) of the payment account _____ (IBAN) at
_____ (transferring payment service provider).

The customer wishes to switch, effective from _____ (please insert the date of the account switch), to the account _____ (IBAN) at _____
(receiving payment service provider).

For this purpose, the involved payment service providers are authorized and instructed by the customer and, if applicable, the additional account holders to perform the following support actions:

NOTE:

☒ **: If not applicable, please strike through

☐ **: If applicable, please check

1. The **transferring payment service provider** is authorized and instructed to, within five business days after receiving a corresponding request from the receiving payment service provider, transmit to the latter and, unless otherwise specified below, also to the customer, lists with the following information:

- ☒ * a) a list of existing Standing Orders,
 - ☒ * which should include all Standing Orders
 - ☐ ** which should include only certain or not all Standing Orders; see the details in the appendix for the Standing Orders to be included or excluded
 - ☐ ** which should not be transmitted to the customer.

- ☒ * b) a list of available information on Direct Debit mandates to be transferred during the account switch,
 - ☒ * which should include information on all Direct Debit mandates
 - ☐ ** which should include information only on certain or not all Direct Debit mandates; see the details in the appendix for the Direct Debit mandates to be included or excluded
 - ☐ ** which should not be transmitted to the customer.

- ☒ * c) a list of available information on incoming credit transfers and Direct Debits initiated by the payee on the customer's payment account in the previous 13 months,
 - ☒ * which should include information on all incoming credit transfers and Direct Debits initiated by the payee
 - ☐ ** which should include information only on certain or not all incoming credit transfers and Direct Debits initiated by the payee; see the details in the appendix for the credit transfers and Direct Debits to be included or excluded
 - ☐ ** which should not be transmitted to the customer.

2. The **transferring payment service provider** is authorized and instructed, after receiving a corresponding request from the receiving payment service provider,

- ☒ * a) to no longer accept Direct Debits and incoming credit transfers

- ☒ * from the above-mentioned date of the account switch

☐ ** from _____ (please insert the desired date),

☒ * which should apply to all Direct Debits and incoming credit transfers

☐ ** which should apply only to certain or not all Direct Debits and incoming credit transfers; see the details in the appendix for the Direct Debits and credit transfers to be included or excluded

☒ * and, if Direct Debits or incoming credit transfers are no longer accepted, to inform the respective payee or payer of the reason for the non-acceptance of the payment transaction.

Note: The instruction to no longer accept Direct Debits and incoming credit transfers can particularly be struck through if the transferring payment service provider provides for an automatic redirection of incoming credit transfers and Direct Debits to the customer's payment account at the receiving payment service provider.

☐ * b) to no longer execute Standing Orders

☒ * from the above-mentioned date of the account switch

☐ ** from (please insert the desired date),

☒ * which should apply to all Standing Orders,

☐ ** which should apply only to certain or not all Standing Orders; see the details in the appendix for the Standing Orders to be included or excluded;

☒ * c) to transfer a positive balance of the customer's payment account at the transferring payment service provider to the customer's payment account at the receiving payment service provider

☒ * on the above-mentioned date of the account switch

☐ ** on (please insert the desired date);

☒ * d) to close the payment account held with the transferring payment service provider, provided that the steps under item 1 and item 2 letters a and c have been completed,

☒ * on the above-mentioned date of the account switch

☐ ** on (please insert the desired date).

3. The **receiving payment service provider** is authorized and instructed,

☒ * a) to request the transferring payment service provider within two business days after receiving this authorization to perform the actions specified in items 1 and 2;

☒ * b) to set up and execute the Standing Orders according to the list under item 1 letter a for the customer's payment account held with the receiving payment service provider

☒ * from the above-mentioned date of the account switch

☐ ** from (please insert the desired date),

☐ ** which should apply only to certain or not all Standing Orders according to the list under item 1 letter a; see the details in the appendix for the Standing Orders to be included or excluded;

☒ * c) to take the necessary measures to accept Direct Debits and to accept them

☒ * from the above-mentioned date of the account switch

☐ ** from (please insert the desired date),

☒ * which should apply to all Direct Debits

☐ ** which should block Direct Debits initiated by one or more specific payees or allow only Direct Debits initiated by one or more specific payees; see the details in the appendix for the payees to be blocked or allowed

☐ ** which should limit all or individual Direct Debits to a certain amount or frequency or both; see the details in the appendix for the limitations;

☒ * d) to inform the payers who make credit transfers to the customer's payment account of the new payment account details at the receiving payment service provider within five business days after receiving the list under item 1 letter c from the transferring payment service provider and to provide them with a copy of this point of the customer's authorization

- ☒ * which should apply to all payers listed in the list of incoming credit transfers under item 1 letter c
- ☐ ** which should apply only to certain or not all payers; see the details in the appendix for the payers to be included or excluded;

☒ * e) if the receiving payment service provider does not have all the information required to inform the payers under item 3 letter d,

- ☒ * to request the customer,
- ☒ * to request the transferring payment service provider

to provide the missing information;

☒ * f) to inform the payees who debit amounts from the customer's payment account by Direct Debit of the new payment account details at the receiving payment service provider and the date specified in item 3 letter c from which Direct Debits are to be debited from this payment account within five business days after receiving the list under item 1 letter c from the transferring payment service provider and to provide them with a copy of this point of the customer's authorization,

- ☒ * which should apply to all payees listed in the list under item 1 letter c who have repeatedly debited amounts from the customer's payment account by Direct Debit in the previous 13 months
- ☐ ** which should apply to all payees listed in the list under item 1 letter c
- ☐ ** which should apply only to certain or not all payees; see the details in the appendix for the payees to be included or excluded;

☒ * g) if the receiving payment service provider does not have all the information required to inform the payees under item 3 letter f,

☒ * to request the customer,

☒ * to request the transferring payment service provider

to provide the missing information;

- ☐ ** h) to provide the customer with template letters for the payers listed in the list under item 1 letter c who make credit transfers to the customer's payment account, as well as for the payees listed in the list under item 1 letter c who debit amounts from the customer's payment account by Direct Debit, which must contain the new payment account details of the customer and the date specified in item 3 letter c from which Direct Debits are to be debited from this payment account. If the customer chooses this option, it replaces the obligations of the receiving payment service provider under item 3 letter d and item 3 letter f.

Place, Date, and Signature of the Customer: _____