



Willemstad, June 15, 2021

Subject: Discontinuation of Girobank N.V.'s banking services

Dear client,

As was announced in the press, Girobank N.V. (Girobank) is in the process of a controlled winding-up. As part of this process, our banking activities will be phased out and ultimately discontinued. Consequently, we will no longer be able to offer our customers the usual banking services.

In order to facilitate the handling of your banking affairs, we will indicate in this letter when and how each of our banking services will be phased out and what this means for you as our customer.

Banking Activities

Girobank is expected to end all banking services as of October 1, 2021. This entails that our banking services will be phased out / limited during the upcoming months and ultimately discontinued, effective October 1, 2021.

Bank Accounts

As a result of the phasing out of our banking activities, your use of your current and/or savings accounts will be limited. Recurring transfers and direct debits/withdrawals will be discontinued as of August 1, 2021.

If you have a checking and/or savings account with us, please open a bank account with another bank of your choice as soon as possible. Our staff will be happy to assist you with this transition.

Debit and Credit Cards

Active debit cards of Girobank will be deactivated effective September 15, 2021.

All Girobank credit cards have been blocked since December 10, 2019. Credit card agreements will be cancelled, and outstanding due amount(s) must be repaid. If you have a Girobank credit card, our staff will contact you on this matter.

Credit Facilities ('Loans')

As of April 30, 2021, Girobank's loan portfolio was transferred to Gi-RO Settlement Holding N.V. ("GSH"), with the approval of the Court of First Instance in Curaçao. The loan portfolio transferred to GSH mainly includes outstanding loans from Girobank's clients (such as mortgage and personal loans). This letter serves as a notice of said transfer. Loan clients ("Borrowers") of Girobank, will be informed in more detail what the transfer means for them as a borrower, by separate letter.

Credit Interest

By letter dated March 22, 2021, you were informed of the payout by GSH, effectuated through Girobank, of your frozen current and/or savings account balances (up to NAf. 1,200,000, including credit interest). (Credit) Interest has been accrued on these frozen balances recently paid out by GSH until March 15, 2021. Credit interest on other balances will remain unchanged until further notice.

Cash (foreign currency) transactions and Checks

As of August 1, 2021, it will no longer be possible to deposit cash or checks (drawn at other banks) at the branches of Girobank. In addition, cash foreign currency transaction will no longer be processed.



Girobank Branches and ATMs

The branches at Scharloo and Janwe are open from Monday to Friday from 8:00am - 3:30pm. After August 1, 2021, only the branch at Janwe will be open for inquiries only.

Currently, only the ATM located at Janwe is operational. All Girobank ATMs will be closed effective July 15, 2021.

Internet banking

Incoming transactions via Girobank's internet banking platform will no longer be processed effective September 1, 2021. Outgoing transactions will be processed by Girobank until September 15, 2021.

Third party transactions

The service of third party transactions, such as payments of utility bills or OB, will no longer be provided by Girobank, effective August 1, 2021. Furthermore, Girobank will no longer be facilitating the payout of the state pension (AOV), effective August 1, 2021.



Questions

If you have any questions regarding the matters discussed in this letter, please refer to the FAQ section on our website or to <https://www.centralbank.cw/girobank-nv/press-releases>.

Also, please feel free to contact us at any time by e-mail at info@girobank.com or call +599 9 433 9130. The Girobank Helpdesk will remain available until December 15, 2021, for all your inquiries.

Once again, we urge you to ensure settlement of your accounts by opening a bank account with another bank of your choice as soon as possible, and transferring your funds to this new account.

Kind regards,



GIROBank N.V.