

# FREQUENTLY ASKED QUESTIONS

UPDATED NOVEMBER 15, 2021

## MORTGAGES & LOANS (including car and personal 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. Loan clients have been informed in written about this transfer. For questions regarding your mortgage or loan, contact the GSH helpdesk at +599 9 433 9177 or via [info@gshcuracao.com](mailto:info@gshcuracao.com).

## CREDIT AND DEBIT CARDS

All Girobank credit cards have been blocked since December 10, 2019. Credit card agreements have been cancelled and outstanding credit balances have been converted into a loan. Girobank customers with a credit card have been contacted. Furthermore, all active debit cards were deactivated as of September 15, 2021.

For questions regarding your credit and/or debit card, please contact the Girobank helpdesk at +599 9 433 9130 or via [giro@centralbank.cw](mailto:giro@centralbank.cw).

## CURRENT/SAVINGS ACCOUNT (including SAM and Time Deposit)

As of October 1, 2021, Girobank has ceased all banking services, including internet banking, third party transactions, cash transactions, and checks. In addition, all ATMs are closed. The Girobank Janwe branch is open by appointment only (please call + 599 9 433 9130).

If you still have funds on a Girobank account, please contact our helpdesk at +599 9 433 9130 or via [giro@centralbank.cw](mailto:giro@centralbank.cw).

1. **Until what amount will I receive my funds?**

Girobank N.V. will pay out funds up to a maximum amount of NAf. 1.200.000. Funds higher than that amount are still frozen.

2. **Which documents are needed to close accounts?**

Required Documents / Missing documents

### **Local clients**

#### **Resident Personal Account**

\* Valid ID

\* Signed Payment Instruction

- \* Indemnity letter

### **Joint Account**

- \* Valid ID of both individuals

### **If account holder is deceased**

- \* Death Certificate
- \* Akte van Erfrecht (Certificate of inheritance if funds are above 1000 guilders)
- \* Indemnity letter

### **Corporate Resident**

- \* Chamber of Commerce
- \* Valid ID of Signers (Directors & UBO)
- \* Shareholder Register
- \* UBO declaration
- \* Ownership structure
- \* Articles of incorporation
- \* Signed Payment Instruction
- \* Indemnity letter

## **International clients**

### **Individual Account**

- \* Valid PP
- \* Proof of address if none on file
- \* Signed general Terms and conditions if none on file
- \* Signature Card if none on file
- \* Signed Payment instruction which should match signature on signature card
- \* Indemnity letter

### **If Joint Account**

- \* Valid ID of both signers
- \* Payment instruction signed by both signers

### **If account Holder deceased**

- \* Death Certificate and Certificate of inheritance
- \* In addition, payment instruction signed by heirs

### **Corporate Accounts**

- \* Proof of Address of the Entity, Signers, Directors and UBO if none on file
- \* Chamber of Commerce
- \* Certificate of incorporation if applicable
- \* Valid ID of Signers, UBO and Directors
- \* Ownership structure
- \* UBO declaration

- \* Share Holders Register
- \* Certificate of incumbency (Mandatory)
- \* Articles of incorporation if none on file
- \* Account closure resolution signed by all legal representatives
- \* Signed Payment Instruction
- \* Indemnity letter

## INSURANCE

### 1. Is my insurance coverage still valid?

As a result of the ceasing of our banking operations, no new policies are being issued by Girobank N.V. However, existing clients of our brokerage division can rest assured that their policies will remain valid. At prolongation date, the policy will be extended for another year. Furthermore, clients with a policy of Ennia Caribe NV must cancel their debt directly at Ennia and not at Girobank. Afterwards, please send us a copy of the proof of payment. Other policies must continue to be paid at the counter of the Janwe branch, during the month of November 2021. This information will be updated during the month of December.

### 2. How long are my belongings still covered by my insurance?

Your insurance policies with Girobank N.V. as broker will remain valid, provided the premiums are timely paid. In case of non-payment, these policies will be automatically cancelled.

## OTHER

### 1. What happens if I have more than NAF. 1.200.000,- in my account. Do I lose access to those funds?

If you have more than NAF. 1.200.000,- on your account, the amount that is in excess of the NAF 1.200.000,- will be frozen until further notice.

### 2. Which branches are still accessible for the public?

The Janwe branch is open by appointment only (please call + 599 9 433 9130).

### 3. What is the contact information of the GI-RO Settlement Holding N.V.?

For more information, please visit [www.gshcuracao.com](http://www.gshcuracao.com); e-mail [info@gshcuracao.com](mailto:info@gshcuracao.com); telephone +599 9 433 9177.

For any other questions, please send an email to [giro@centralbank.cw](mailto:giro@centralbank.cw) and/or [info@gironet.com](mailto:info@gironet.com) or contact the helpdesk via telephone number +599 9 433 9130.