

Customer acceptance policy

OBJECTIVES

Belfius Bank is firmly anchored locally and aims to serve the Belgian public sector, individuals and businesses in a sustainable and responsible manner. We want to make sure that our resources are effectively used to achieve these objectives. This is why we defined a “Customer acceptance policy” that specifies the customers with whom we can and want to develop a strong and personalised commercial relationship through an open and honest approach.

AREA OF APPLICATION

This customer acceptance policy applies to any person or entity that directly or indirectly asks Belfius Bank and its subsidiaries for a financial transaction, product or service in its own interest.

TARGETED CUSTOMERS

- > Customers that can generally be accepted by Belfius Bank are the persons or entities which are fully identified in accordance with the Bank's procedures, and
- > have a significant link with Belgium through their establishment or a sustainable source of income; and whose aforementioned significant link can be verified by the account manager of Belfius Bank based on reliable external sources, and
- > with whom the financial relationship will be active, diverse and based on a long-term perspective.

EXCLUSIONS

In general, Belfius Bank will not accept any commercial relationship with persons or entities:

- > who do not meet the customer acceptance criteria drawn up by Belfius Bank and specified under point 3, or
- > whose legitimate intentions are not immediately sufficiently clear, or
- > who are included in the Belgian or EU lists of persons or entities subject to financial sanctions, or in the context of a commercial activity in a controversial sector mentioned by the TAP («Transition Acceleration Policy») of Belfius.

PERFORMANCE

In the first instance, it is up to the account manager to only enter into customer relationships with persons or entities that comply with our customer acceptance policy.

However, if it appears that a person or entity does not meet Belfius Bank's usual acceptance criteria, the bank's internal departments may also refuse to enter into a customer relationship.

