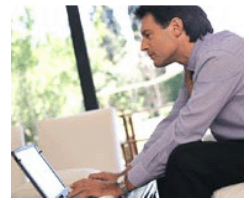


This Sundries manual of ABN AMRO Internet Banking describes how to find and export transactions, how to maintain the address book, how to solve error messages after log on and error messages concerning the e-identifier and how to notify your bank of your new address.

**Contents**

Search transactions	2
Export transactions	4
Maintain address book	6
Error messages after log on	7
E-identifier error messages	9
Address Change	11



## Find a transaction

- Choose **payments** → **overviews** → **find transactions** from the menu at the left of the screen. The **Find transactions** screen will appear:

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**ABN-AMRO** | Privé | Zakelijk | Beleggen | Over ABN AMRO

Good afternoon  
October 10, 2007 Log out

### Find transactions

account number	type	name	balance/value
12.34.56.789	PRIVEREKENING	L. BRINKERS-HUIGEN	2.084,16 EUR

**search criteria**

book date from  09 2007 to  10 2007

amount from  to   credit  debit

sort order  by book date  by interest date

OK

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### search criteria

- book date from / to**  
specify the search period. The **book date from** can be up to a maximum of 18 months prior to the current date. The **book date to** is set by default to the current date and cannot be changed to a future date.
- amount from / to**  
specify an amount range. The amount till should be greater than or equal to the amount from.
- credit or debit**  
specify whether you want to find credit or debit transactions. This is set by default to credit transactions.
- sort order**  
specify how you want the transactions found to be sorted: click by **book date** or **interest date**.
- click **ok** to start the search

The **search results** screen will appear. This screen displays the transactions that meet the criteria you have specified in the find transactions screen. This screen consists of the following two sections:

### search criteria

The criteria specified in the **find transactions** screen.

**account balance**

The overview of transactions sorted by book date. The column **remarks** shows the available details of each transaction. On the same line you will see the **amount credit** or **amount debit** of the transaction. Use the right-hand scrollbar to display any transactions that are not visible and click **next** at the bottom of the screen to open a following screen with transactions if applicable.



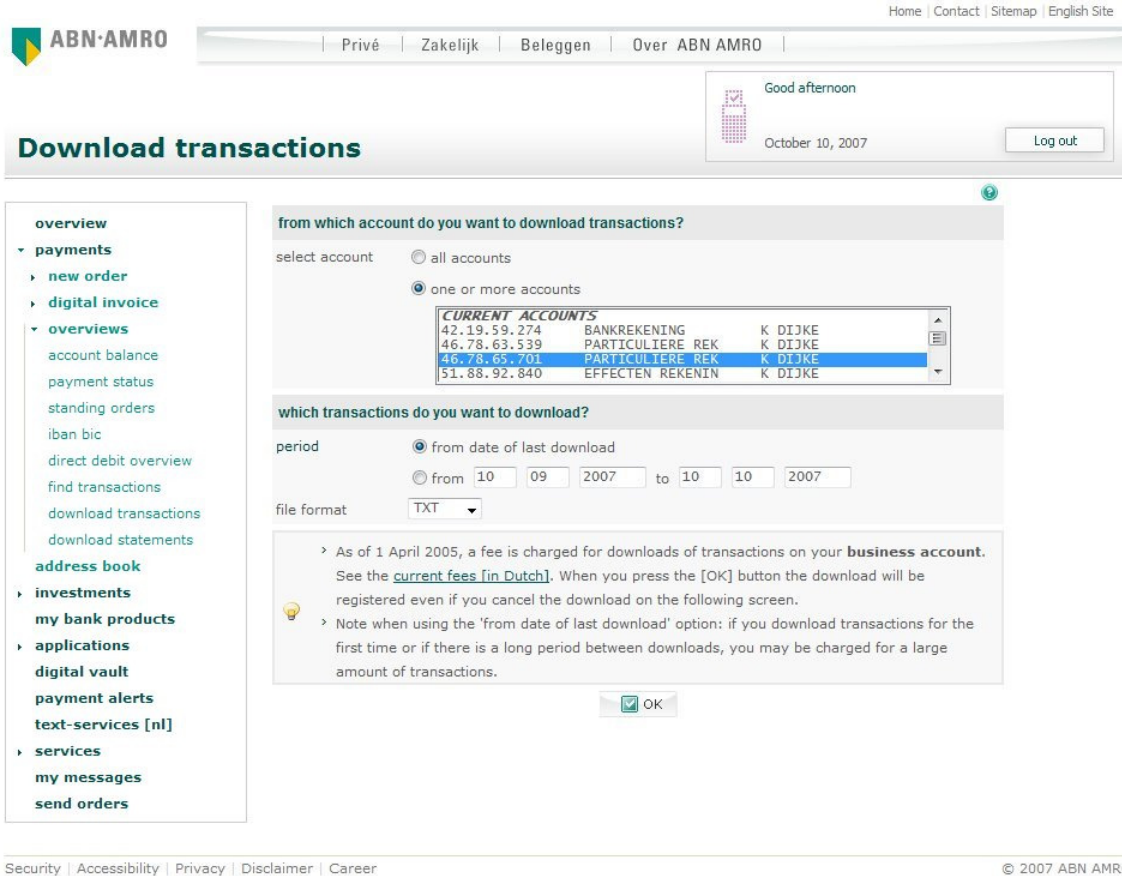
To **adjust** the criteria for this search action click **search**.

To **print** the list of transactions click the **print icon** at the top right of the screen.

## Export transaction data to another program

You first have to download a file containing the transactions. You subsequently save the file and import it into the desired program, which could be an accounting package, spreadsheet program or word processor.

- Choose **payments** → **overviews** → **download transactions** from the menu at the left of the screen. The **Download transactions** screen will appear.



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Good afternoon  
October 10, 2007 Log out

### Download transactions

- overview
- payments
- new order
- digital invoice
- overviews
  - account balance
  - payment status
  - standing orders
  - iban bic
  - direct debit overview
  - find transactions
  - download transactions
  - download statements
- address book
- investments
- my bank products
- applications
- digital vault
- payment alerts
- text-services [nl]
- services
- my messages
- send orders

#### from which account do you want to download transactions?

select account  all accounts  
 one or more accounts

CURRENT ACCOUNTS		
42.19.59.274	BANKREKENING	K DIJKE
46.78.63.539	PARTICULIERE REK	K DIJKE
46.78.65.701	PARTICULIERE REK	K DIJKE
51.88.92.840	EFFECTEN REKENIN	K DIJKE

#### which transactions do you want to download?

period  from date of last download  
 from    to

file format

- > As of 1 April 2005, a fee is charged for downloads of transactions on your **business account**. See the [current fees \[in Dutch\]](#). When you press the [OK] button the download will be registered even if you cancel the download on the following screen.
- > Note when using the 'from date of last download' option: if you download transactions for the first time or if there is a long period between downloads, you may be charged for a large amount of transactions.


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### from which account do you want to download transactions?

- select account**  
to download transactions from all your accounts click **all accounts**. To make a selection to download from, click **one or more accounts**. In this case hold down the <Ctrl> key while clicking the accounts.

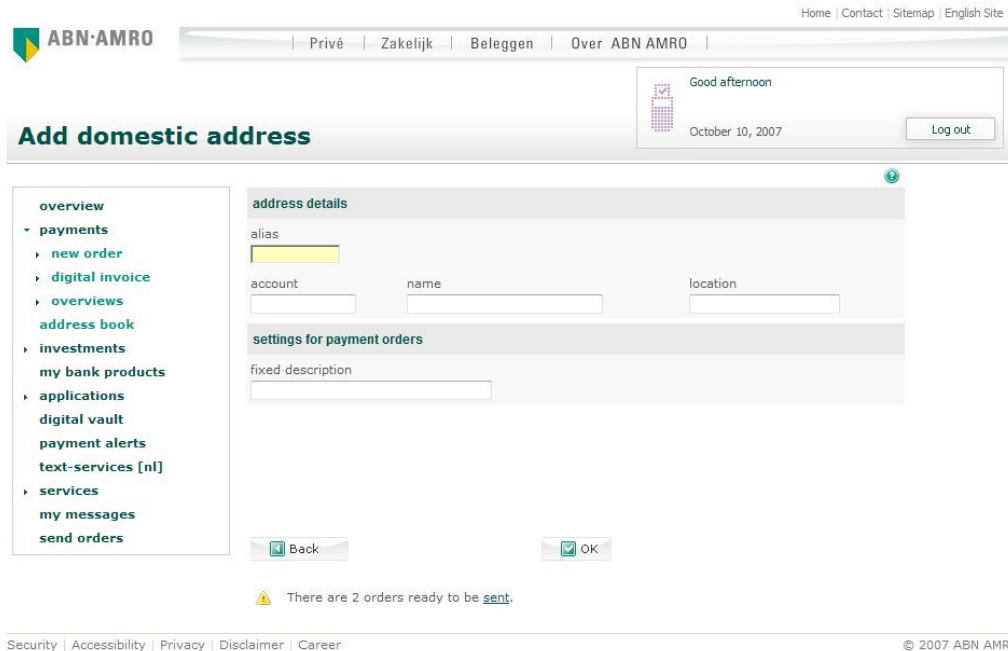
### which transactions do you want to download?

- period**  
default set to **from date of last download** which means a download of all available transactions since the last date you made a download. To specify another period enter the **from** and **to** fields. The **from** date can be up to a maximum of 18 months prior to the current date. The **to** date is set by default to the current date. You can change this **to** date. A future **to** date is not allowed.
- file format**  
choose the right file format depending on the target application. Always select **MT940** if you want to export the transaction data to your accounting package. Select **TXT** for any other program such as a spreadsheet program or word processor.

- click **ok** to start downloading the transaction data and save the file on your PC once downloading is completed.
-  If you want to export the file to an accounting package, save the file in the directory / map from which your accounting package will import the data.

## Address book: add beneficiary

- Choose **payments** → **address book** from the menu at the left of the screen. The **address book manager** screen will appear. This screen will be empty until you have entered any domestic or foreign beneficiary.
- Click **add domestic address** at the bottom of the screen. The **add domestic address** screen will appear:



The screenshot shows the 'Add domestic address' screen. At the top, there is a navigation bar with links for 'Privé', 'Zakelijk', 'Beleggen', and 'Over ABN AMRO'. A user greeting 'Good afternoon' and the date 'October 10, 2007' are displayed, along with a 'Log out' button. The main content area is divided into two sections: 'address details' and 'settings for payment orders'. The 'address details' section includes fields for 'alias', 'account', 'name', and 'location'. The 'settings for payment orders' section includes a 'fixed description' field. A 'Back' button is located at the bottom left, and an 'OK' button is at the bottom right. A warning message at the bottom states: 'There are 2 orders ready to be sent.'

### address details

- alias**  
enter a beneficiary's code or short name.
- account**  
the beneficiary's account number. If the account number relates to a Postbank account, enter a P to precede the number.
- name**  
the beneficiary's name. The name can consist of up to **24** characters
- location**  
the beneficiary's town or city. The name can consist of up to **18** characters

### settings for payment orders

- fixed description**  
the fixed description you want to use for payments to this beneficiary. The fixed description can be modified when entering a payment.
- Click **save**.



To **modify** the beneficiary's details open the **address book manager** screen and click the Modify icon next to the beneficiary. You will be prompted with the **modify domestic address** screen in which you modify and save the data as described above.  
To enter and modify **foreign** beneficiaries you follow the same procedure.



You can also add a new beneficiary to your address book while entering a payment.

## Error messages after log on

This topic describes the most frequently asked questions concerning errors after logging on to Internet Banking.

### After logging on the message 'Page cannot be displayed' appears. What should I do?

#### Internet Explorer users

- Start **Internet Explorer** and choose **Internet options** from the **Tools** menu. The dialogue window **Internet options** appears. The **General** tab is active.
- Click **Delete cookies** and confirm with **OK**.



This will also delete any passwords etc. 'remembered' by Internet Explorer .

- Click **Delete files** and confirm with **OK**.
- Click **Settings**.
- Check if the option **Check for newer versions of stored pages** is set to **automatically**. If not change the setting.
- Set **Amount of disk space to use** to 15MB.
- Click **OK**.
  
- Open the **Security** tab.
- Click **Custom level**.
- Set security to **Medium** and click **Reset**.
  
- Open the **Advanced** tab
- Click **Restore defaults** and subsequently **Apply** and **OK**.
  
- Close and restart Internet Explorer.

#### Netscape users

- Start Netscape.
- Choose **Edit** and subsequently **Preferences**.
- Choose **Advanced**.
- Check if the options **Enable java**, **Enable javascript** and **Enable javascript for mail and news** are activated. If not, activate them.
- Set **Cookies** to **Accept all cookies**.
  
- Open the **Cache** tab
- Click **Clear memory cache**.
- Click **Clear disk cache**.
- Set the bullet at **Compare the page in cache to the page on the network** to **Once per session**.
  
- Close and restart Netscape.

### After logging on to Internet Banking I return to the first screen. I cannot access Internet Banking, what should I do?

#### Internet Explorer users

- Start **Internet Explorer** and choose **Internet options** from the **Tools** menu.
- The dialogue window **Internet options** appears. The **General** tab is active.
  
- Open the **Content** tab.
- If **Content advisor** is set to **Disable**, click the button and choose **Enable**.

- Open the **Security** tab.
- Click **Custom level**.
  
- Open the **Security** tab.
- Click **Custom level**.
- Set security to **Medium** and click **Reset**.
  
- Open the **Advanced** tab.
- Click **Restore defaults** and subsequently **Apply** and **OK**.
  
- Close and restart Internet Explorer.

**Netscape users**

- Start Netscape.
- Choose **Edit** and subsequently **Preferences**.
- Choose **Advanced**.
- Check if the options **Enable java**, **Enable JavaScript** and **Enable JavaScript for mail and news** are activated, if not activate them.
- Set **Cookies** to **Accept all cookies**.

**If I use the [Back] button, I get a blank screen. Why?**

The [Back] button does not work as usual when you navigate between the screens showing your account details and transactions. This is because insufficient information is stored in your browser to be able to display the previous page again.

- So instead of the [Back] button, use the Internet Banking Navigation Panel at the left of the screen.

**When I try to download my transactions the following error message appears: 'File could not be written to cache'. I cannot write my transactions to disc. What should I do?**

This problem can occur using Microsoft Internet Explorer 5 and 5.5 Service Pack 1. You can download an update from the Microsoft site to solve the problem. You should upgrade your browser to version 6.x, 5.5 Service Pack 2 or 5.0 Service Pack 2. In Microsoft Internet Explorer click 'tools/extra' and then 'windows update'. Download and install the relevant update.



## E-dentifier error messages and FAQ

### What is the difference between the e.dentifier and the e.dentifier2?



**e.dentifier**

The e.dentifier comes in two versions. Most customers use the light green device. The dark green device is used by business clients and is also called the 'calculator'. The e.dentifier has a small display and it only accepts and displays digits. The e.dentifier will be replaced by the e.dentifier2 in the near future.



**e.dentifier2**

The e.dentifier2 has a large display and accepts both digits and letters. The e.dentifier2 has two operating modes: connected or unconnected.

With an unconnected e.dentifier2 you can use our digital services wherever you want. With the e.dentifier2 connected to your PC by the USB cable, things are even easier. To log on all you have to do is enter a PIN, combined with a check of your account and card number. Linked use requires one-off installation of software.

### The e.dentifier displays the message CARD ERROR. Now what?

It could be that you have not inserted your bankcard in the e.dentifier correctly. Perhaps the slot is dirty. Blowing it clean sometimes helps. You could also try to clean the chip on your card (the 'golden' triangle) carefully with a dry cloth. If that does not work your card is probably damaged, in which case you can request a new one. This can be done in person at an ABN AMRO bankshop. When you come to the bank/bankshop to activate your new bankcard after receipt, you can hand in your old one. It will take approx. 1 week for your new bankcard to arrive. If you want to be able to continue using your old card in this period, e.g. for cash withdrawals, say so when ordering the new one.

### The e.dentifier displays the message BATTERY WARNING. Now what?

BATTERY WARNING indicates that the battery is nearly empty. If you type C or OK the message CONTACT BANK will appear. Type C or OK again to continue. If you currently use an e.dentifier2, you can continue using it with your PC. If you have an e.dentifier type that cannot be used connected with your PC you can order a new e.dentifier2. Information can be found via:

<http://www.abnamro.nl/nl/privé/slimbankieren/edentifier2/productinformatie.html>

You can return your old e.dentifier with an empty battery to the following Freepost address:

ABN AMRO Bank N.V.  
PAC code AT 0005  
Antwoordnummer 2523  
1000 PA Amsterdam

**How can I order an additional or a new e.dentifier?**

You can order an additional e.dentifier by transferring EUR 14.95 (incl. VAT) to account number 58.74.43.197, in the name of ABN AMRO, in Nijmegen, specifying 'e.dentifier2 order' and your name, address and ABN AMRO account number. You will receive the e.dentifier2 as soon as possible.

Return your old e.dentifier free of charge (in an unstamped envelope) to:  
ABN AMRO Bank N.V.  
PAC code AT 0005  
Antwoordnummer 2523  
1000 PA Amsterdam

**I have typed in an incorrect PIN code into my e.dentifier three times consecutively. My card has been blocked. Now what?**

You can no longer log on to ABN AMRO Internet Banking or load your Chipknip. You can still use your bankcard to withdraw cash from a cash dispenser, make debit card payments using your PIN code and pay with your Chipknip. You can have the block on your bankcard lifted at any branch of ABN AMRO.

**My e.dentifier is broken. Now what?**

You can order a new e.dentifier. Return your old e.dentifier free of charge (in an unstamped envelope) to:

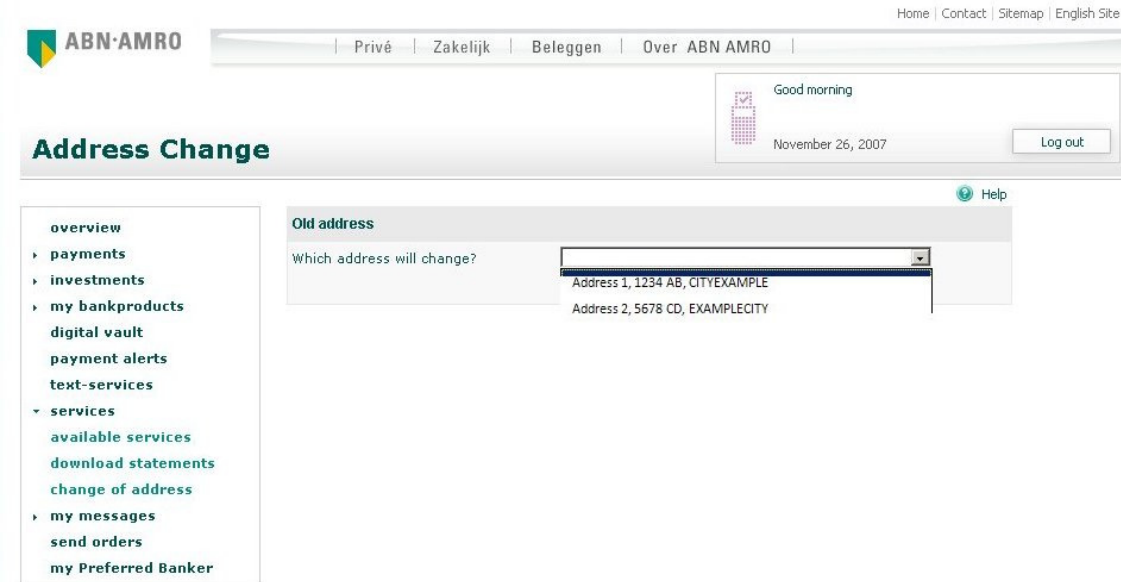
ABN AMRO Bank N.V.  
PAC code AT 0005  
Antwoordnummer 2523  
1000 PA Amsterdam

## Change Address (step 1 selecting an address)

### Change of address via Internet Banking

Notifying your bank of your new address is simple with the ABN AMRO Internet Banking address change service.

- Choose **services** → **change of address** from the menu at the left of the screen. The **Address Change** screen will appear:



### about this screen

The first screen of the address change service displays details of the current (old) address and the persons involved in the change of address. This is done using the information available in the bank's administration system. Since it is possible that you are acting as parent of a minor and / or as legal representative of others, the information retrieved could relate to different persons and / or joint accounts.

### Old address

The current residential address is displayed. If the requestor is authorised to change the address of more than one person and / or of joint accounts, a list of existing residential addresses may be displayed, from which a selection should then be made. The residential address displayed / selected is the address from which the person(s) concerned plan(s) to move.

- Select the relevant old address. The **Address Change** screen will be updated as follows (see next page):

## Address Change

[Help](#)

**overview**

- payments
- investments
- my bankproducts
- digital vault
- payment alerts
- text-services
- services
- available services
- download statements
- change of address
- my messages
- send orders
- my Preferred Banker

**Old address**

Which address will change?

**Data moving persons**

Which persons are moving?  B YAH QTMGX


Which common accounts will move?  B X V YAH QTMGX C3

**Notification!** State at the questions below if the partner of the joint account is also moving.

Are there other ABN AMRO customers at this address who's address will also change?  yes  No

Are there any joint account holders that **aren't moving** from this old address?  yes  No

[Next](#)

 There are no orders ready to be sent.

### Data moving persons

On the basis of the address in the “Old address” section, a list is generated of persons and / or joint accounts sharing the same residential address and with a relation known to the bank (e.g. parent of a minor). Check boxes next to each name can be used to indicate whether a person is (selected) or is not (not selected) also changing address. At least one check box must have been selected.

#### Notification!

##### Are there any other people moving?

The list displayed may be incomplete and you might wish to include additional persons in the address change. By selecting “yes” at the appropriate question you can enter one or more (max. 9) additional persons to whom the address change should apply. Note: these people must all be ABN AMRO customers and have the same old residential address. If they have a different current address, separate address change requests must be created. If the address change relates to a joint account, please specify all co-holders (either here or at the next question).

- Click **yes** or **no**.

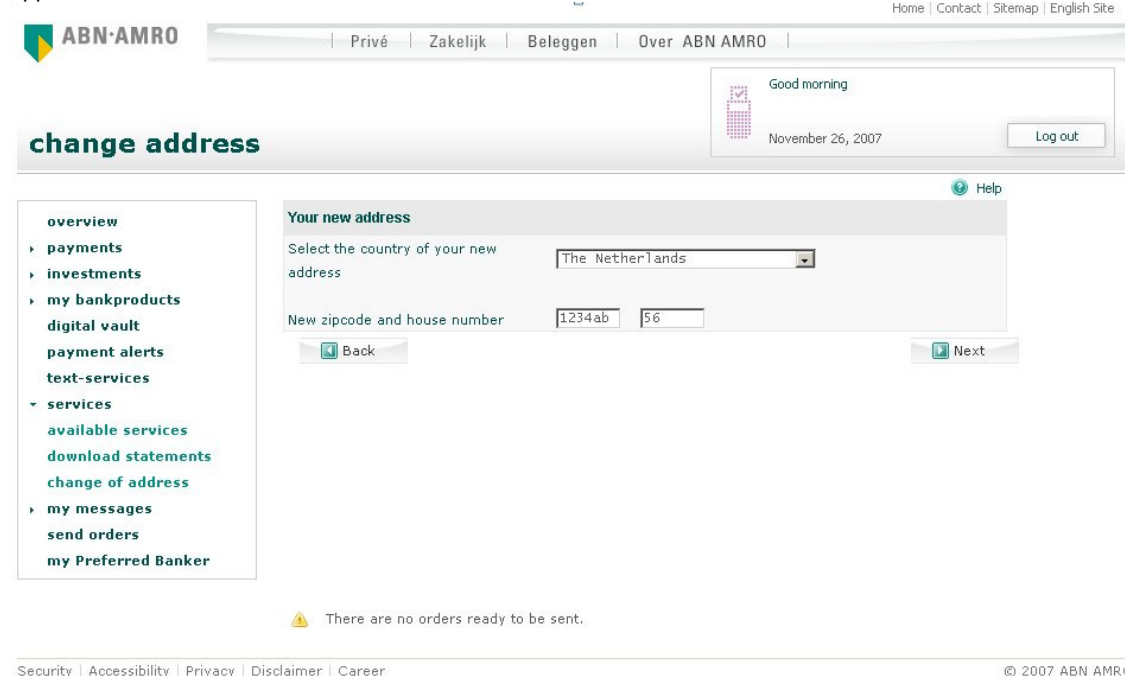
##### Are there any other people NOT moving?

If a joint account has been selected from the list, it is possible that the address change request does not relate to the co-holder(s) of that account (e.g. they are staying at the old address, moving to a different new address, do not currently share the same old address etc.). In such cases, the co-holders should be specified at the question on non-moving co-holders. Even if they are not included in the address change themselves, they will be required to co-sign the address change request to allow the address of the joint account to be changed. If no joint account is involved in the address change, the question on non-movers will not be displayed. If the co-holders are moving to the same new address, please specify them at the question on other people moving.

- Click **yes** or **no**.
- Click **Next** to continue with the address change.

## Change Address (step 2 New address)





After you have clicked **Next** in the 'old address' selection screen, the second screen **Change Address** will appear:



The second screen of the Internet Banking address change service relates to the new address details. The most important part is the new residential address. It is also possible to change the postal address and / or fixed private telephone number.

### Your new address

To enter the new residential address, first enter the postal code and house number of the new address.

-  A residential address cannot be a P.O. Box.
-  If you are sure the information entered is correct, you can use the check box to enable you to enter the full new address manually.
-  A similar option is offered if the new address is designated as being located outside the Netherlands.
- Click **Next** to retrieve and display the full address.
-  If no matching address can be retrieved, the service will display a message requesting that the information provided be corrected.

## Change Address (step 3 Post address, telephone number and effective date)

After clicking **Next** in the **Change Address** screen (step New address) the screen will display the address details and you will be asked to confirm your mailing address, telephone number and the date of the address change.

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Good morning  
November 26, 2007 Log out

### change address

**overview**

- ▶ payments
- ▶ investments
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- digital vault
- payment alerts
- text-services
- ▼ services
- available services
- download statements
- change of address
- ▶ my messages
- send orders
- my Preferred Banker

[Help](#)

**Your new address**

Address Changed street 56  
1234 AB CITYEXAMPLE  
The Netherlands

**General mailing address**

Would you like to receive your mail at your new address?  yes  No

**Telephone number**

Telephone numbers to be changed:  yes  No

**Date of address change**

Enter the effective date of your address change.    (dd-mm-yyyy)

⚠ There are no orders ready to be sent.

### General mailing address

If your preferred postal address is different to your residential address, you can indicate this by answering the relevant question (click **No**). The newly entered postal address will apply to all people to whom the address change applies.



Product-specific postal addresses cannot be entered through this service

### Telephone number

If a fixed private telephone number is known to ABN AMRO, you can also use this service to change this number if required. The change entered in this section will apply to all persons included in the address change request and whose fixed private telephone number is registered with the bank.



Changes of any other telephone numbers (e.g. mobile) are not supported by this service.



Depending on the information registered, it could be possible that this question is not asked at all.

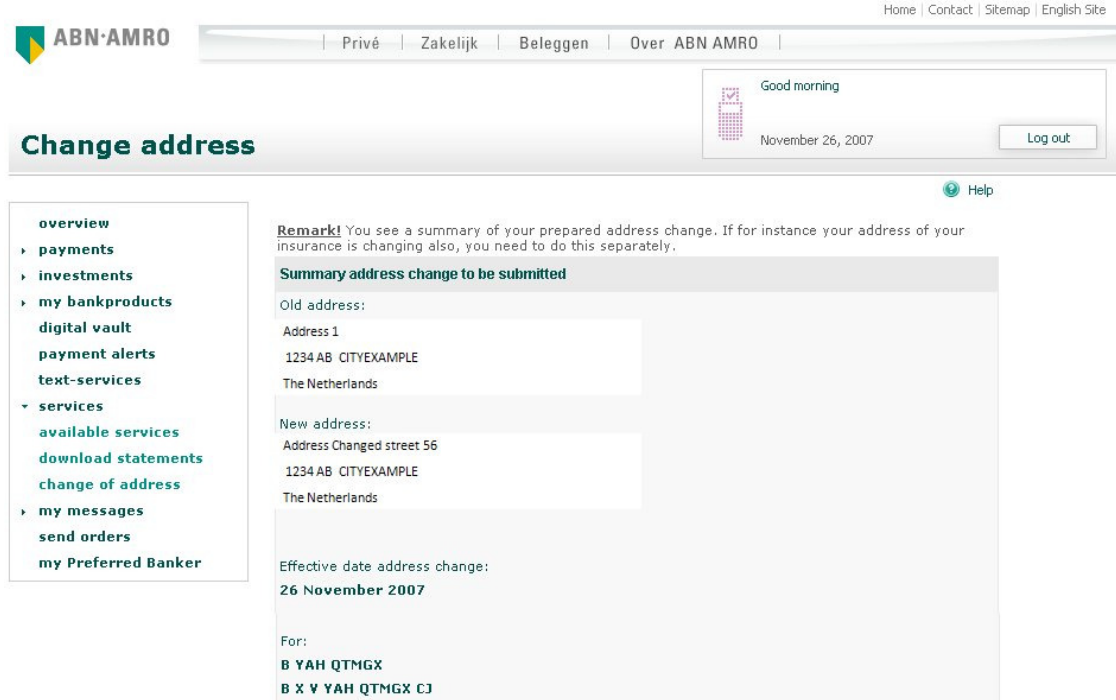
### Effective date

In this section you can enter the date on which the address change should become effective. This date cannot be before today's date and no more than three months (90 days) into the future. By default the date of today (change effective immediately) is entered.

- Click **Next** when you have completed this page. The information provided on this page will be validated. If the information entered is found to be incorrect, a warning will be given and the service will not proceed to the next page (step 4 Summary Address Change Request).

## Change Address (Step 4 Summary Address Change Request)

The fourth part of the service displays a summary of the address change request. Please check the change request carefully.



The screenshot shows the ABN-AMRO internet banking interface. At the top, there is a navigation bar with links for 'Privé', 'Zakelijk', 'Beleggen', and 'Over ABN AMRO'. A 'Good morning' greeting and the date 'November 26, 2007' are displayed, along with a 'Log out' button. The main heading is 'Change address'. On the left, a sidebar menu lists various services, with 'change of address' highlighted. The main content area contains a 'Remark!' section with a warning about insurance, followed by a 'Summary address change to be submitted' box. This box details the 'Old address' (1234 AB CITYEXAMPLE, The Netherlands) and the 'New address' (Address Changed street 56, 1234 AB CITYEXAMPLE, The Netherlands). It also shows the 'Effective date address change' as '26 November 2007' and lists the account numbers 'B YAH QTMGX' and 'B X V YAH QTMGX CJ'. A 'Help' icon is visible in the top right corner of the interface.

### Remark!


At the top of the summary page a warning is displayed. The address will be changed in the central administration of the bank and become available to all services. It is possible, however, that the address is part of a contract, your mortgage or house insurance, for example. In the case of insurance, the address is the risk address and therefore part of the contract. Consequently if the risk address changes, the contract must be revised. This must be done separately through your insurance agent / local office .

- If you need to make any changes, click the **Back** option at bottom left to return to the previous screen.

### Online signing or Offline signing

Depending on your electronic banking contract you are allowed to confirm the address change online with the e-identifier. If you are not allowed to sign the address change online, you will have to download, print, sign and send a hard copy of the address change to the bank.

### Conditions for online signing:

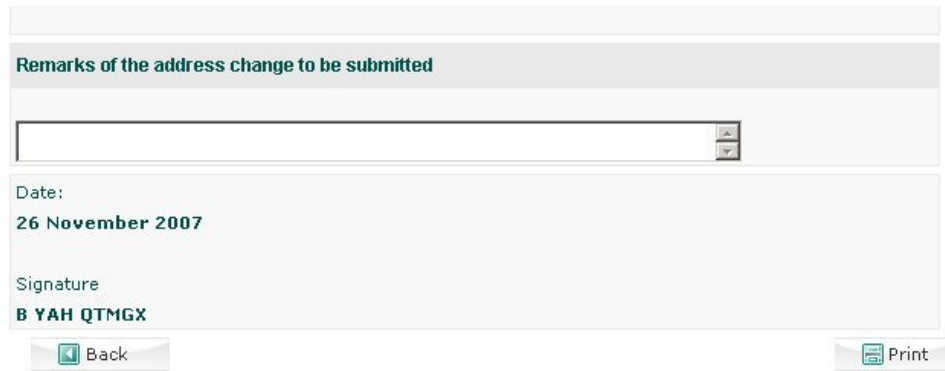
-  Persons of age can sign online;
- Only one signature is required for a change (a joint account requires two signatures; so online signing is not possible at this moment);
- The parent of a minor present in the minors access contract of internet banking.

### send message

- In case of online signing the **Send Message** button is available at the bottom of the summary screen. You click this button if the change request data is correct (continue on page 16).

**Offline signing**

Note that in case of an offline address change some remarks can be entered before you continue with the offline signing process.



The screenshot shows a web form for offline signing. At the top, there is a section titled "Remarks of the address change to be submitted" with a text input field. Below this, the "Date:" is displayed as "26 November 2007". The "Signature:" is displayed as "B YAH QTMGX". At the bottom of the form, there are two buttons: "Back" on the left and "Print" on the right.

 There are no orders ready to be sent.

- In case of offline signing the **Print** button is available at the bottom of the screen. You click this button if the change request data is correct (continue on page 17).



## Online signing address change (continued)

The screen for signing online is the summary screen with an online signature request:

 Insert your card into the ABN AMRO e.dentifier and key in your PIN.

Enter the following code on the e.dentifier: **5602 9794**

Enter the e.dentifier response

Click OK.


 There are no orders ready to be sent.

For security reasons the address change request must be signed electronically when submitting it online. This process is the same as an electronic signature used for online transactions.



For security reasons you must use the same card for signing as you used to log on to Internet Banking.


As soon as the address change had been signed electronically, it will be processed. Once this processing has been completed without failure, the current summary of the change request will be shown as a confirmation of the change. This could be printed. In addition to this online confirmation, a confirmation letter will be sent to each person whose address has been changed. This confirmation letter will be sent to the old address.


Privé | Zakelijk | Beleggen | Over ABN AMRO

Good afternoon  
November 26, 2007

## Change address

- overview
- ▶ payments
- ▶ investments
- ▶ my bankproducts
- digital vault
- payment alerts
- text-services
- ▼ services
- available services
- download statements
- change of address
- ▶ my messages
- send orders
- my Preferred Banker

 **Your address change is processed. A confirmation letter will be sent to the old address.**

**Confirmation address change**

Old address:


Address 1  
1234 AB CITYEXAMPLE  
The Netherlands


New address:

Address Changed street 56  
1234 AB CITYEXAMPLE  
The Netherlands

Effective date address change:  
**26 November 2007**

For:  
**B YAH QTMGX**

 Help

 There are no orders ready to be sent.

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## Offline signing address change (continued)

After you clicked the Print button in the Summary screen the following popup appears:



- You can either save or open the form to print your address change and send the form free of charge to ABN AMRO Bank N.V.

See below an example of the form:

26-11-2007 – Pag 1  
73753807 

After signing this form, it can be send to the below address (within the Netherlands, no stamp required):

**ABN AMRO Bank N.V.**  
**F&S Verhuisservice, PAC SK0000**  
**Antwoordnummer 5149**  
**3000 VB Rotterdam**

With this letter I want to inform you of a change in residence of the below old address:

Address 1  
1234 AB CITYEXAMPLE  
The Netherlands

New residence will be:  
Address Changed street 56  
1234 AB CITYEXAMPLE  
The Netherlands

This change should become effective as of :  
26-11-2007

**The change applies to:**

The following people :  
B YAH QTMGX  
B X V YAH QTMGX CJ

**Signature:**

Date:

Name : B YAH QTMGX  
Signature:

|