

Welcome at Keytrade Bank! This document shows you in three easy steps how to obtain access to all our products and services.

► How to become client?

Becoming client of Keytrade Bank is very easy. Go to www.keytradebank.com and click on 'Open an account'. There, you can fill in the application form online, download the document or ask an application form by postal mail. To open an account, you need to send us by postal mail the application form completely filled and signed together with a copy (both sides) of your identity card (+ proof of residence). You can also hand in the document personally at our office on the following address: Keytrade Bank, Vorstlaan 100 Bld. du Souverain, 1170 Brussels. The office is open each working day from 9 a.m. till 4 p.m.

► What will you get as a new client?

As soon as the banking relationship has been opened, each account holder (and mandatory) will receive his/her own passwords. These passwords are sent in three separate letters. Each letter contains an essential element to access the secure site as a client.

- **Letter 1: your logon (username).** This password is unique and unchangeable. You use it at each connection on the secure site. If you become account holder or mandatory of several accounts (joint account, account of an investment club ...) you will have access to all your accounts thanks to this personal password.
- **Letter 2: your access password and your confirmation code.** The access password is, beside your logon (username), inevitable to log on to the secure site. The confirmation code is necessary to confirm your bank transfers and trading transactions.
- **Letter 3: your Keytrade ID.** This is an electronic device that automatically generates unique codes (One Time Passwords) with incorporated time limit.



► Your first visit to the secure website

Once you've received all the letters, you can log on as a client on the secure site. Go to www.keytradebank.com and click on "Client logon".

1. Encode your logon (username) and access password. The logon (username) can be found in our first letter, the access password is the first password of our second letter. Pay attention to the casing: both passwords are case-sensitive.
2. Activate your Keytrade ID using the "Procedure to use the Keytrade ID".
3. Modify your passwords (access password and confirmation code) immediately.

You will have to fill in a knowledge and experience test. This will only take some minutes of your time. Afterwards, you can fill in your personal data (mobile, e-mail address) so we can contact you easily. You can subscribe to several **free newsletters** which contain specialised information on the financial market situation and the novelties at Keytrade Bank. Click on the menu Home > Preferences.

Do you want to transfer your existing portfolio (completely or partially)?

After receipt of the filled in document 'Mandate-Deeds transfer' (to be found in the Document Centre) Keytrade Bank will get in touch with your bank and attend the transfer of your deeds. Moreover, you can benefit from a **refund of the transfer fees up to max. € 1000.**

If you have any questions or remarks, contact us at **+32 (0)2/679 90 00**, via e-mail info@keytradebank.com or Skype ID "keytradebank".

We are at your disposal from Monday to Friday from 9 a.m. till 10 p.m.