



Basic manual AmsterdamSafe





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1. Introduction

AmsterdamSafe

AmsterdamSafe is an independent organisation supervised by the Authority of Financial Markets (AFM). We provide our customers fully ensured storage for gold, platinum, palladium and silver bars, as well as gold and silver coins. We do this in accordance to the highest European safety standards and regulations.

Manual

Before you lies the AmsterdamSafe basic manual. Herein you can read, for example, what the storage procedure is and how to manage your AmsterdamSafe account.

We advise you to read this manual carefully, so you are aware of the procedures of AmsterdamSafe. You can download and print the basic manual from the AmsterdamSafe website. If you would rather receive the basic manual by e-mail, then please contact us by phone +31 (0)20 658 95 58 or via e-mail info@amsterdamsafe.nl.

Questions

Should you have any questions, please contact AmsterdamSafe. We are available at workdays from 9:00 am to 5:00 pm at +31 (0)20 658 95 58. Of course it's also possible to send us an e-mail to info@amsterdamsafe.nl.

Contact information

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2. Precious metals check-in procedure

Checking in precious metals is simple and transparent. You can purchase precious metals in combination with storage through one of our partners or you can deposit precious metals which are already in your possession.

2.1. Purchasing precious metals in combination with storage

You can purchase precious metals in combination with storage through our partners AmsterdamGold and The Silver Mountain. You can place an order online, but you can also contact one of the account managers by phone + 31(0)20 658 95 55 for AmsterdamGold and +31(0)20 658 95 52 for The Silver Mountain.

At www.amsterdamgold.com or www.thesilvermountain.nl you can purchase silver, platinum, palladium or gold for storage:

1. *Select the product(s) you wish to purchase;* The prices in the shop are linked to the current rates. The product delivery time is indicated and all prices are, if applicable, including VAT.
2. *Click on the shopping cart;* here you will see the complete overview of the number of products you want to buy, the corresponding price, the desired shipping method and payment method.
3. *Select the shipping method;* here you can select storage with AmsterdamSafe.
4. *Select the payment method;* here you can choose between iDeal and money transfer.
5. *Click on confirm;* once you have confirmed the order, your purchase is registered and your order is processed.

Once the order is completed you will receive confirmation from AmsterdamSafe as soon as your precious metals have been placed in the safe. If you are not already a customer with AmsterdamSafe, you will be requested to fill in and return the opening form within 3 workdays. You will receive the opening form by e-mail after your first order, but you can also download and print the opening form from the AmsterdamSafe website.

2.2. Storing previously purchased precious metals

Do you currently store LBMA certified gold, platinum, palladium and silver elsewhere, but do you prefer the safe and ensured storage of AmsterdamSafe? Schedule an appointment with one of our experts by phone +31 (0)20 658 95 58 or via e-mail info@amsterdamsafe.nl.



3. Precious metals check-out procedure

As a customer of AmsterdamSafe, you are free to sell or retrieve your precious metals whenever you wish. This chapter describes how the exit procedure works.

3.1. Selling precious metals

You can sell your precious metals from storage with AmsterdamSafe through our partner Inkoop Edelmetaal. You can sell your precious metals in the webshop, but you can also contact Inkoop Edelmetaal by phone +31 (0)20 658 95 54.

At www.inkoopedelmetaal.nl you can sell silver, platinum, palladium and gold in a quick, secure and easy way:

1. *Select the product(s) you want to sell*; the bid prices in the online store are linked to the current prices and are adjusted every minute. By product the bid guarantee is shown. The bid guarantee shows the percentage Inkoop Edelmetaal will pay you for your product relative to the current rates.
2. *Click on the sale order*; here you can see the overview of the number of products you want to sell, the corresponding price, the desired shipping method and payment method.
3. *Select the shipping method*; here you can select selling from storage with AmsterdamSafe.
6. *Select the payment method*; here you can select money transfer.
4. *Click on confirm*; once you have confirmed the sale order, your sale is registered.

PLEASE NOTE: When you have completed the sale order, you will receive a call from AmsterdamSafe for verifications. These verifications must take place within one workday.

3.2. Withdrawing your precious metals

Would you like to collect your precious metals from storage with AmsterdamSafe? Then please contact one of our colleagues by phone +31 (0)20 658 95 58. An appointment and a viewing can be arranged within one workday and sometimes even within several hours. Logistic complexities can nevertheless result in a waiting time of two workdays before you can collect your precious metals.



4. Managing your account

AmsterdamSafe would like to inform you about the procedures to change personal details. We advise you to carefully study this chapter. Please inform us of any changes as soon as possible. Keep in mind that changing your details may take some time. Appendix 1 summarizes how you can change your personal details.

4.1. General information

Customer number

You can find your customer number (five digits) on the invoice.

Signature

AmsterdamSafe can only accept a request if a letter or form is signed with an official signature.

ID

When you send a copy of a driver's license or ID card, please make sure you copy both sides. When you send a copy of a passport, a copy of the front is sufficient.

Bank account

Since 2013, a European bank account consists of an IBAN-number and BIC-code. At www.ibanbicservice.nl you can check your IBAN-number and BIC-code. Also include the name of your bank and name on the bank statement in your correspondence with AmsterdamSafe.

Standard documents

AmsterdamSafe makes it as easy as possible for you to change your personal details. Therefore we have created special forms to make the desired changes. You can download these documents from the AmsterdamSafe website. Would you rather receive a form by post, please contact us by phone +31 (0)20 658 95 98 or via info@amsterdamsafe.nl.

4.2. Change contact details

Address, e-mail address and phone number

For these changes you can download the mutation form from the AmsterdamSafe website and send it by post. Only when you would like to change your e-mail address or phone number, you can also do this by e-mail, by fax or telephone.

Correspondence only by e-mail or post

If you are abroad for a period of time, it's possible to change the correspondence method. You can change the correspondence method by post, by fax, by e-mail or by phone. Our contact information can be found in chapter one of the basic manual.



4.3. Change bank details

Contra account

AmsterdamSafe can only accept the request to change your contra account if this is presented by post. Please inform AmsterdamSafe as soon as possible about your new contra account, so transfers will be made to the correct account, when you decide to sell your precious metals. For more information we would like to refer you to article 4.1. of the basic manual. In order to change your contra account, AmsterdamSafe has created a standard form.

Authorize AmsterdamSafe for direct debit

You can find the authorization form for direct debit on the AmsterdamSafe website, and send it by post, by fax or via e-mail.

Change bank account number on the direct debit authorization

If you would like to change the bank account number on the authorization for automatic payment, then you need to fill in the mutation form and send it by post, by fax or via e-mail.

Revoke authorization for direct debit

You are free to revoke the authorization for direct debit at any moment. You can do this by phone. When you send a request via e-mail, a notice without signature is sufficient. Please take into account that a request can only be accepted if it is sent from an e-mail address that is known to AmsterdamSafe. With this change, include the following information:

- † Customer number
- † Name of the company (when applicable)
- † Name of the accountholder(s)
- † Notice of revoking the authorization for direct debit
- † Signature of the accountholder/one of the accountholders

4.4. Proxy

Appoint a proxy

By signing the proxy, you give one or more persons the right to deposit, collect or sell precious metals in- out of your account. This proxy can be found on the AmsterdamSafe website and must be sent by post in combination with a signature and copy of an ID of the authorized representative (proxy holder).

Single use proxy

By signing the single use proxy, you give one or more persons the right to deposit, collect or sell precious metal once. The single use proxy can be requested by phone or via e-mail and must be sent by post in combination with a signature and copy of an ID of the authorized representative (proxy holder).

Power of attorney

The court can assign someone power of attorney to act on behalf of the accountholder(s). When you send the notarized power of attorney to AmsterdamSafe by post, please send a copy of an ID of the persons assigned the power of attorney.



Revoke a proxy

Of course you are free to revoke a proxy at any given time. You can do this via e-mail, by fax or post. When you inform us of this change via e-mail, a notice without signature is sufficient. Please take into account that a request can only be accepted if it is sent from an e-mail address that is known to AmsterdamSafe. With this change, we need the following information from you:

- † Customer number
- † Name of the company (when applicable)
- † Name of the accountholder(s)
- † Notice of revoking the proxy
- † Signature of the accountholder(s)

4.5. Account for minors

It's not possible for minors to open an account with AmsterdamSafe.

4.6. Change details of legal entity

If a management change takes place, then you should inform AmsterdamSafe as soon as possible. You can do this by sending us a written notice by post, please add a new summary from Chamber of Commerce. If an authorized signatory dies, then you can follow the procedure mentioned in article 4.11. of the basic manual. With this notice, include the following information:

- † Customer number
- † Name of the company (when applicable)
- † Name of former legal representative(s)
- † Name, address, hometown of the new legal representative(s)
- † Written notice of changed details of the legal entity
- † Signature of the new legal representative(s)
- † Copy ID of the new legal representative(s)
- † A new summary from Chamber of Commerce

4.7. Change the account ascription

You can only change the ascription if you want to change an and/or account into a single account. All other changes in the ascription are not possible. If one of the accountholders no longer wishes to continue the account, please send a written notice to AmsterdamSafe by post. Please note that AmsterdamSafe needs the following information from you in order to accept this request:

- † Customer number
- † Name of the accountholders
- † Written notice of change in the ascription
- † Signature of the accountholders

Adding an accountholder is only possible if you close the current account and move your precious metals to a new account. For more information about this procedure, we would like to refer you to article 4.8. of the basic manual.



4.8. Move your precious metals to a different account

If you would like to move your precious metals to another account you can notify AmsterdamSafe by post, fax, e-mail or phone. When you open a new account, you can download the opening form on the AmsterdamSafe website and send it in combination with your request. After receiving your request, AmsterdamSafe will always contact you by phone.

4.9. Changing an and/or account in case of a divorce

When a divorce is reported the and/or account will be blocked. Both accountholders must sign for the abrogation of the account and indicate what should be done with the precious metals. You can choose to (partially) collect, sell or move your precious metals. The account will be unblocked only after the written statements have been sent by post and have been received by AmsterdamSafe. Please note that AmsterdamSafe needs the following information from you:

- † Customer number
- † Name of the accountholders
- † Written statement of both accountholders
- † Declaration of destination precious metals
- † Dated signature of the accountholders

4.10. Death of the accountholder

Single account

With the death of an accountholder, AmsterdamSafe must be notified as soon as possible. The account will be temporarily blocked, until it is clear who the heirs are (this is for maintaining the capital of the rightful claimant). The executor of the will must indicate what should be done with the precious metals and send this to AmsterdamSafe in a written notice combined with the information below. Until AmsterdamSafe has received these documents, no new orders can be placed nor can precious metals be collected or sold.

- † Certificate of inheritance
- † Name, address, hometown of the executor of the will
- † Copy ID of the executor of the will

And/or account

When one of the accountholders dies, AmsterdamSafe must be notified as soon as possible. The other accountholder remains competent to administer the account. The executor of the will must indicate what should be done with the precious metals and send this in a written notice, in combination with the information below, to AmsterdamSafe by post.

- † Certificate of inheritance
- † Name, address, hometown of the executor of the will
- † Copy ID of the executor of the will

4.11. Closing your account

To close your account, AmsterdamSafe has drafted a standard document. This form can be found on the AmsterdamSafe website and must be sent by post. If you still have any precious metals in storage, then you must first collect your precious metals or sell them to Inkoop Edelmetaal.



4.12. U.S. persons

Due to the applicable U.S. tax laws and regulations, AmsterdamSafe does not provide services to U.S. persons and will for that reason be entitled to terminate the client relationship. In line with the applicable legislation FATCA, a US person is defined in a non-exhaustive manner as capita (U.S. resident) or citizen (U.S. citizen) of the United States of America, as determined in the U.S Internal Revenue Code, Title 26, subtitle F, chapter 79, paragraph 7701(a)(30). The holder of a U.S. green card is also considered as a U.S. person. With U.S. greencard is mentioned a United States Permanent Resident Card (USCIS Form I-551), formally known as an Alien Registration Card or Alien Registration Receipt Card (INS Form I-151) or the possible replacement of previous documents. Companies with a registered office in the United States of America are also defined as U.S. persons, as well as companies where U.S. persons hold a share of more than 10%. AmsterdamSafe reserves the right to alter this definition at any given time, when, for example, a change in the laws or regulations give cause.



5. Complaint procedure

Although AmsterdamSafe strives for the highest standards of service and quality, it is always possible that AmsterdamSafe in your opinion handled an instruction incorrectly. In that case, you are requested to follow the procedure below.

If you have a complaint, please contact AmsterdamSafe as soon as possible. A quick mentioning of a complaint or problem can limit financial damage. You can do this by contacting AmsterdamSafe by post, phone or via e-mail. We will then, in consultation, strive to find an acceptable solution.

If you are not (entirely) satisfied with the handling of your complaint, you can file your complaint by post directed to the management of AmsterdamGold (AmsterdamSafe is a trading name of AmsterdamGold). We request you to clearly state in your letter how AmsterdamSafe wronged you in your opinion and which solution or compensation you are expecting. You will receive a receipt confirmation within 7 days and your letter will be answered within one month.

If you are not satisfied with the answer you have received or did not receive your answer within the proper timeframe, you can lodge your complaint within 3 months with the Klachteninstituut Financiële Dienstverlening (KiFiD) in The Hague. On the website of the KiFiD you can find a complaint form and other information about the complaint procedure. Amsterdamgold.com B.V. is affiliated with the KiFiD under number 300.014969.

Klachteninstituut Financiële Dienstverlening
Postbus 93257
2509 AG DEN HAAG
The Netherlands
Phone: + 31 (0)900 – 355 2248
E-mail : info@kifid.nl
Internet : www.kifid.nl

Of course, we hope that you do not have to use this procedure. Should you have a complaint we will do our best to resolve the problem as soon as possible. Finally, we would like to mention that you can always contact AmsterdamSafe with your comments and suggestions, because we are always looking for ways to improve our services and be more responsive to your needs.

Appendix 1: how to change your personal details?

Changes in your personal details	Post	Fax	E-mail	Phone
Change address	X			
Change e-mail address	X	X	X*	X
Change phone number	X	X	X*	X
Change correspondence method	X	X	X	X
Change contra account	X			
Add authorization for direct debit	X	X	X**	
Change account number on the authorization for direct debit	X	X	X**	
Revoke authorization for direct debit	X			
Appoint a proxy	X			
Single use proxy	X			
Power of attorney	X			
Revoke a proxy	X			
Change details of legal entity	X			
Change ascription	X			
Move precious metals to a different account	X	X	X	X
An and/or account in case of divorce	X			
Death of an accountholder	X			
Closing your account	X			
Complaint procedure: directed to AmsterdamSafe	X	X	X	
Complaint procedure: directed to AmsterdamGold	X			

* When you send us this in an e-mail without signature is sufficient. Please take into account that a request can only be accepted if it is send from an e-mail address that is known to AmsterdamSafe.

** When you send us this change, you must scan the signed document and send it by e-mail. Please note that the document must at least be provided with a signature of the accountholder(s).