



**BNP PARIBAS**  
**FORTIS**

- **Information concerning BNP Paribas Fortis**

Transactions relating to financial instruments are among the services offered by BNP Paribas Fortis SA/NV, Montagne du Parc/Warandenberg 3, B-1000 Brussels, RPM/RPR 0403.199.702 (hereinafter referred to as "the bank").

BNP Paribas Fortis SA/NV is supervised by the Belgian Financial Services and Markets Authority, rue du Congrès/Congresstraat 12-14, B-1000 Brussels.

- **Right of amendment/cancellation – right of revocation**

Orders relating to financial instruments may only be cancelled or amended in the following cases and under the following conditions :  
security buy and sell orders, subject to non-performance of the order.

Apart from the option of amending or cancelling an order described above, you do not have any right to revoke any distance transactions you have entered into concerning financial instruments.

- **Period of validity of the information – terms and conditions of payment**

The bank may change the features, terms and conditions of transactions involving financial instruments at any time. Unless otherwise specified, the information containing such features, terms and conditions is therefore only valid on the date on which it is provided.

Any amounts owed as a result of transactions involving financial instruments must be settled by being debited or credited to the account you have designated for this purpose.

- **Governing law – Competent courts – Miscellaneous**

The relationship between you and the bank in connection with transactions involving financial instruments and the relationship preceding and following such transactions shall be governed by Belgian law.

Any legal action relating to a transaction involving financial instruments must be brought before the court specified in Article 23 of the General Terms and Conditions of BNP Paribas Fortis.

Any communication in connection with or resulting from financial instruments must be in the language recorded by the bank at the start of the relationship.

- **Right of recourse**

Without prejudice to any legal remedy, your complaints may be submitted in writing to:

BNP Paribas Fortis SA/NV  
Ombudsman Service  
Montagne du Parc/Warandenberg 3

B-1000 Brussels

If you are not satisfied with the solution proposed by the Bank, you may submit the dispute to:

Banks-Lending-Investments Mediation Service  
Square de Meeûs/de Meeussquare 35/6  
B-1000 Brussels