#### INFORMATION ON PAYMENT ACCOUNT TRANSFERS

## What does it mean?

When you authorise us to make the transfer:

- We will bring your account from another bank to Banco Sabadell.
- You can also authorise us to transfer:
  - $\circ$  standing orders, and/or
  - direct debits.
- Furthermore, if you want to cancel your old account, you just need to check the corresponding option on the form.

A IThroughout the document, we will use the following terms:

- **Holder** (even if more than one): the holder(s) of the payment accounts. The transfer authorisation must be signed by all Holders.
- Transferring provider: institution in which the customer holds the account to be transferred.
- Receiving provider: institution to which the account is to be transferred (Banco de Sabadell, S.A.)

#### Steps to be taken

**1** Fill in the form. For this, remember that:

- If you check **option A** in the first box of the document (request information from the transferring provider), you must also check **option A** in the second box (authorise the receiving provider).
- Similarly, if you check option **B** in the first box, you must also check option **B** in the second box.
- Please enter all digits of the account's **IBAN**.
- To fill in the section on the **date of execution of the transfer**:

• Please add at least **13 business days**\* to the date on which this form is submitted.

 $\circ$  The date of execution of the transfer must be **after** the date obtained from this calculation.

\*Saturdays, Sundays and Bank Holidays do not count.

- The **date and signature of the document** must be the same as the date on which this form is submitted.
- The box that refers to the **account holder** must include:
  - Name and surname(s) of all holders.
  - NIF (Tax ID number) of each holder.
  - $\circ\,$  Signature of all holders.

• **Important:** the holder must be the same on both accounts: the transferring institution and the receiving institution, Banco Sabadell.

**2** Send us the form signed by all account holders and start the process.

Banco Sabadell will make the switch.

A Before filling in the application form, please take into account the following:

<sup>©</sup> Sabadell PAYMENT ACCOUNT TRANSFER REQUEST HOLDERS' AUTHORISATION	If you check option A in the first box, please also check it in the second box (Authorisations).		
Provider: Banco de Sabadell, S.A. Av. Óscar Esplá, 37 03007 Alicante, Spain To whom it may concern, • With this authorisation, the Holder(s) (hereinafter, "Holder", even if more than one) of the account's IBAN:	If you check option B in the first box, please also check it in the second box (Authorisations).		
ES .	Please include the IBAN number in full.		
• qthat is open on your name at the institution(the payment services provider is hereinafter referred to as the "transferring provider"),     • requests Banco de Sabadell. S.A. (hereinafter, "Banco Sabadell"), as the receiving provider, the account transfer service.     • I also give my consent to Banco Sabadell to access the Holder's personal details that the transferring provider holds and that are necessary for the account to be transferred.     Similarly, I give my specific consent so that, in a maximum period of <b>two business days</b> , Banco Sabadell can request to the transferring provider the following (check with an X the options you want):     A) Information and/or cancellation of <b>standing orders</b> sent by the Holder and linked to the account (e.g., rent payments). The cancellation <sup>10</sup> .	Please add at least 13 business days* to the date on which this form is submitted. The date of execution of the transfer must be after the date obtained from this calculation. *Saturdays, Sundays and Bank Holidays do not count.		
B) Information available on regular incoming transfers (e.g., salary paymer direct debits (payments to third parties, such as gas, electricity, etc.) debit the account in the last 1.3 months, as well as the cancellation of these trar and/or debits from the date of execution indicated in the authorisation <sup>(1)</sup> .	<sup>©</sup> Sabadell		
C) Transfer the existing balance to the new account on the date of executic indicated in the authorisation <sup>fbl</sup> and close the account to be transferred.	A) Activate standing orders debited from my account at the Bank from the date of execution indicated in the authorisation (e.g., rent payments) <sup>11</sup> .		
D) Send to the Holder the information requested in sections A and B.	<ul> <li>B) Accept direct debits (e.g., gas, electricity, etc.) charged to my account at the Bank from the date of execution indicated in the authorisation<sup>(1)</sup>.</li> </ul>		
• Authorisations: In addition, I authorise Banco Sabadell, after it receives information from the provider necessary for the transfer, to follow these <b>instructions</b> in a maximu <b>business days</b> :	<ul> <li>C) Notify issuers of regular incoming transfers and direct debits (e.g., rent payments, etc.) of:         <ul> <li>the details of my new account,</li> <li>and a copy of this authorisation.</li> </ul> </li> <li>In case Banco Sabadell does not have the information necessary to notify of the new account details to the issuers referred to in section C, this information will be requested from the Holder.</li> <li>The Holder <b>must not tick this box</b> (C ) if they prefer to provide themselves their account information to issuers. Banco Sabadell will provide you with the following</li> </ul>		
	for these purposes: <ul> <li>Letter templates that include the details of the new account, and</li> <li>the date of execution of the transfer indicated in the authorisation.</li> </ul> <li>Date of execution for the transfer <sup>(1)</sup>:         <ul> <li>The identification details of the new account held at Banco Sabadell to which the remaining balance of the source IBAN account will be transferred are as follows:</li> </ul> </li>		

<sup>©</sup> Sabadell				Please include the name, surname(s) and signature of all account holders. The
Holders (requires authorisation from	n all account holders)			account holders must match in both banks.
Name and surname(s)	Tax ID (NIF)	Signature		
		m_	•	
PERSONAL DATA PROTECT Data controller: Banco de Sabadell, Alicante, Spain. Contact defails of the Data Protect Processing and legal grounds: the of transfer request made by the Holder Rights: in order to exercise their per Bank's Data Protection Rights unit a to the following address: ejerciclode the rights of access, rectification, ob right to object to automated individu legal effects, pursuant to Article 22 consider It necessary, they may cont safeguard their rights. Detailed information on personal de published on the Bank's wesbite (w under "Annex of detailed information	S.A. with registered office at Ave ion Officer: dataprotectionoffice data will be processed for the pur- on the legal grounds of the exec- sonal data protection rights, the i- t the Bank's registered office or b rechosprotectados@hanesabadi jection, erasure, restriction and p id decision-making that may signi of Regulation (EU) 2016/679. Si act the Spanish Data Protection - tta protection: additional informa	rebancsabadell.com pose of managing the account ution of the request itself. data subject may write to the arranches or by sending an email ell.com, in order to exercise portability, and to exercise the ficantly affect you or produce milarly, should the data subject Agency (www.agpd.es) in order t titon can be found in the Annex ion "Customer information"		
				The date indicated in the
Date and signature:	•			The date indicated in the form must coincide with the date on which you submit your application.
Date and signature: Banco de Sabadell, S.A., Auda. Óscar Esplá, 37, 030 Sneet A.156960, NJF A08000143	Of Alicante, Spain. Entered in the Companies	s Register of Alicente, Volume 4070, Folio 1		form must coincide with the date on which you submit

#### PAYMENT ACCOUNT TRANSFER REQUEST HOLDERS' AUTHORISATION

#### Provider: Banco de Sabadell, S.A. Av. Óscar Esplá, 37 03007 Alicante, Spain

To whom it may concern,

• With this authorisation, the Holder(s) (hereinafter, **"Holder"**, even if more than one) of the account's IBAN:

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	<ul> <li>qthat is open on your name at the institution</li></ul>	e receiving al details int to be <b>business</b>
(2)	<b>A)</b> Information and/or cancellation of <b>standing orders</b> sent by the Holder linked to the account (e.g., rent payments). The cancellation may not be I date of execution indicated in the authorisation $^{(1)}$ .	
(3)	<b>B)</b> Information available on <b>regular incoming transfers</b> (e.g., salary paym <b>direct debits</b> (payments to third parties, such as gas, electricity, etc.) debits the account in the last 13 months, as well as the cancellation of these transform the date of execution indicated in the authorisation <sup>(1)</sup> .	bited from ansfers
	<b>C)</b> Transfer the existing balance to the new account on the date of execut indicated in the authorisation <sup>(1)</sup> and close the account to be transferred.	tion
	<b>D</b> ) Send to the Holder the information requested in sections A and B.	

### • Authorisations:

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In addition, I authorise Banco Sabadell, after it receives information from the transferring provider necessary for the transfer, to follow these **instructions** in a maximum period of **five business days**:

	<b>A)</b> Activate <b>standing orders</b> debited from my account at the Bank from the date of execution indicated in the authorisation (e.g., rent payments) <sup>(1)</sup> .
	<b>B)</b> Accept <b>direct debits</b> (e.g., gas, electricity, etc.) charged to my account at the Bank from the date of execution indicated in the authorisation <sup>(1)</sup> .
(4)	<b>C)</b> Notify issuers of regular incoming transfers and direct debits (e.g., rent payments, etc.) of:
	<ul><li> the details of my new account,</li><li> and a copy of this authorisation.</li></ul>
	In case Banco Sabadell does not have the information necessary to notify of the new account details to the issuers referred to in section C, this information will be requested from the Holder.
	The Holder <b>must not tick this box</b> (C) if they prefer to provide themselves their account information to issuers. Banco Sabadell will provide you with the following for these purposes:
	<ul> <li>Letter templates that include the details of the new account, and</li> <li>the date of execution of the transfer indicated in the authorisation.</li> </ul>

- Date of execution for the transfer <sup>(1)</sup>: \_\_\_\_
- The identification details of the new account held at Banco Sabadell to which the remaining balance of the source IBAN account will be transferred are as follows:

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Once the beneficiaries of the direct debits specified in the authorisation receive the notification indicated in section C, it shall be the responsibility of these beneficiaries to immediately take the necessary steps to record the Holder's payment account switch in subsequent orders\*. **Banco Sabadell is not liable** for any damages arising from the delay or failure to take these steps or, especially, from keeping the direct debit in the account the transfer of which is being requested.

\*Pursuant to Order ECE/228/2019 of 28 February on basic payment accounts, payment account transfer procedure and comparison website requirements.

<sup>1.</sup> The date of execution of the transfer cannot be earlier than the date obtained from adding 13 business days to the date of signing t his document.

<sup>2.</sup> To transfer transfers, you must tick option A in both boxes.

<sup>3.</sup> To transfer direct debits, you must tick option B in both boxes.

<sup>4.</sup> Tick box (C) if you want Banco Sabadell to notify the relevant issuers.

## Holder's statement

With regards to this transfer, I hereby state that I know it is carried out according to the following aspects:

- The transferring provider:
  - Will have a **maximum period of five business days** to send to Banco Sabadell the information available on payment transactions linked to the old account.
  - Will proceed to the cancellation of:
    - standing orders, and
    - regular incoming transfers and direct debits.

All this according to the Holder's request and with effect as of the date indicated as the date of execution of the transfer.

- The requirement to have **enough funds** to cover the full amount of payments via cheque or card and other outstanding obligations of the old account, in addition to any direct debits until the date of execution of the transfer.
- The transfer of the resulting balance and, if any, the account cancellation instructions are conditional on there being no **impediments or outstanding obligations** to be debited from the account. If there are any impediments, the transferring provider must contact the Holder directly to resolve them.
- The Holder is obliged to return to the transferring provider all **unused cheques, cheque books** (for cancellation) and **bank cards**. If there are any impediments, the transferring provider must contact the Holder directly to resolve them.
- For any issues arising from the account transfer application, the Holder can submit a claim to the Customer Care Service (SAC) of both banks. In the case of Banco Sabadell, through its branches or its email address (SAC@ bancsabadell.com). You may also submit your claim to the Bank's Ombudsman. Any complaints expressly ruled on by SAC or the Ombudsman may be resubmitted to the Complaints Service of the Bank of Spain, as provided in Article 30 of Law 44/2002, on Reform Measures of the Financial System and the regulations which implement or replace them.
- The account transfer involves:
  - On one hand, **two institutions** (the transferring and the receiving institutions), and
  - On the other hand, the **Holder**.

The Holder's complaint to the Bank of Spain's Complaints Service should be made **against both the transferring and the receiving institutions** once the complaint has been submitted to the Customer Care Service (SAC) of both institutions. To do this, you must provide **specific details** of the transfer transaction that you consider to have been done incorrectly, the **dates** on which the transfer was requested and on which it was carried out, the **delay and any other information necessary** to check whether the process was carried out correctly.

Holders (requires authorisation from all account holders)

Name and surname(s)	Tax ID (NIF)	Signature

## PERSONAL DATA PROTECTION

- **Data controller:** Banco de Sabadell, S.A. with registered office at Avenida Óscar Esplá, 37 03007 Alicante, Spain.
- Contact details of the Data Protection Officer: dataprotectionofficer@bancsabadell.com
- **Processing and legal grounds:** the data will be processed for the purpose of managing the account transfer request made by the Holder on the legal grounds of the execution of the request itself.
- **Rights:** in order to exercise their personal data protection rights, the data subject may write to the Bank's Data Protection Rights unit at the Bank's registered office or branches or by sending an email to the following address: **ejercicioderechosprotecdatos@bancsabadell.com**, in order to exercise the rights of access, rectification, objection, erasure, restriction and portability, and to exercise the right to object to automated individual decision-making that may significantly affect you or produce legal effects, pursuant to Article 22 of Regulation (EU) 2016/679. Similarly, should the data subject consider it necessary, they may contact the Spanish Data Protection Agency (www.agpd.es) in order to safeguard their rights.
- **Detailed information on personal data protection:** additional information can be found in the Annex published on the Bank's website (www.bancsabadell.com, in the section "Customer information" under "Annex of detailed information on personal data protection") or at any of the Bank's branches.

Date a	and	signature:	

Banco de Sabadell, S.A., Avda. Óscar Esplá, 37, 03007 Alicante, Spain. Entered in the Companies Register of Alicante, Volume 4070, Folio 1, Sheet A-156980. NIF A08000143