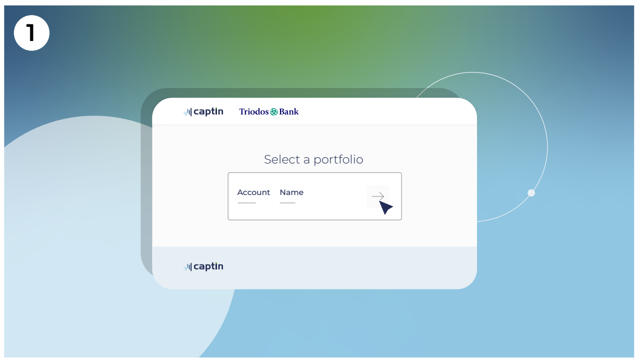
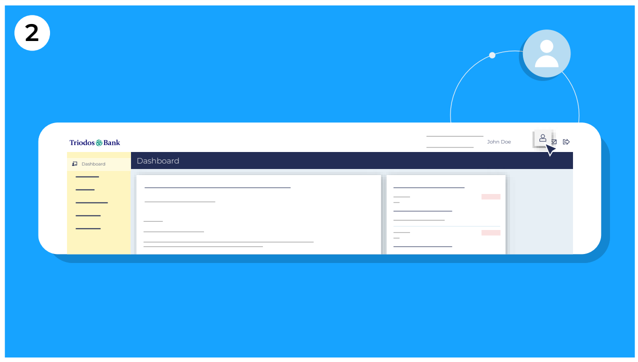
How does transferring my depository receipts portfolio to another bank or broker work?

You organize the transfer of your depository receipts portfolio to another bank or broker through your Captin trading account. We also call this ‘delivery’. Delivery is done in two stages: First, you add your securities account with your bank or broker. Then, you place an order to transfer your portfolio to this securities account.

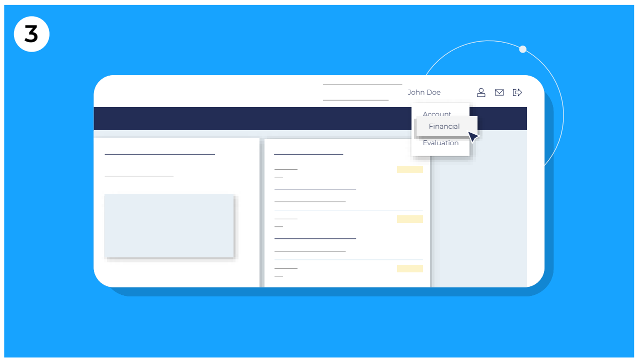
STAGE 1: Add the securities account of your new bank or broker



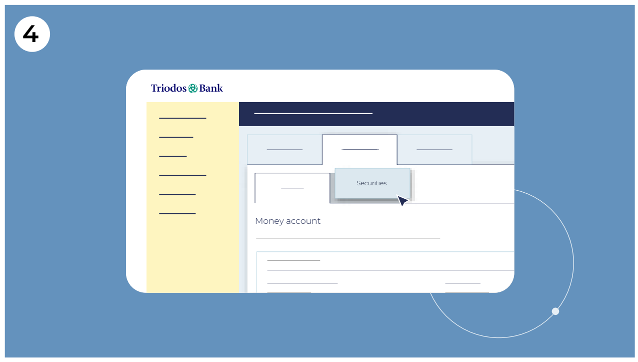
Log in via triodos.captin.com and select your portfolio



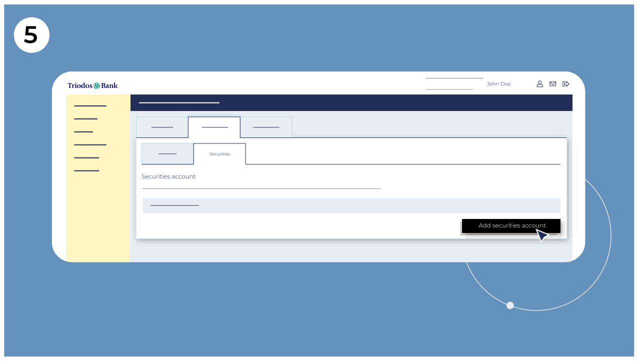
In your trading account dashboard, you click the ‘puppet’ icon in the upper right corner of the screen, next to your name



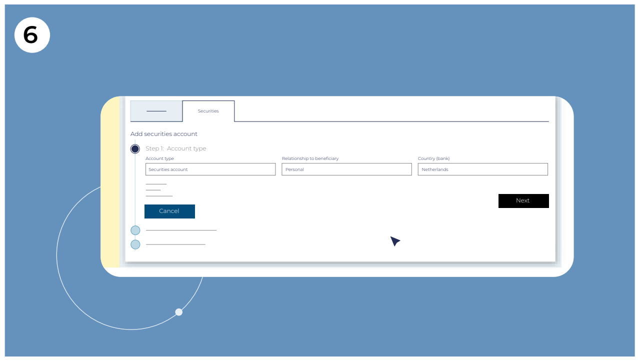
From the dropdown menu, choose ‘financial’



You now enter a new screen. Click the ‘securities’ tab



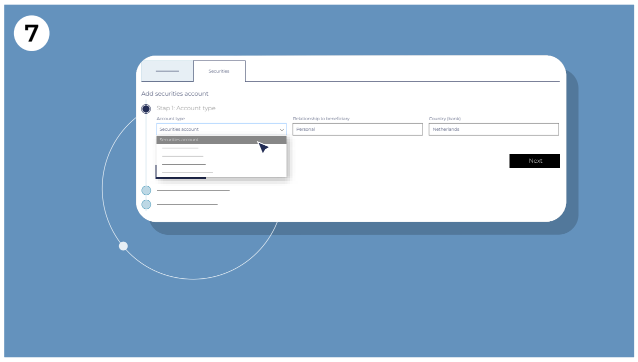
Then click the ‘add securities account’ button in the lower right corner



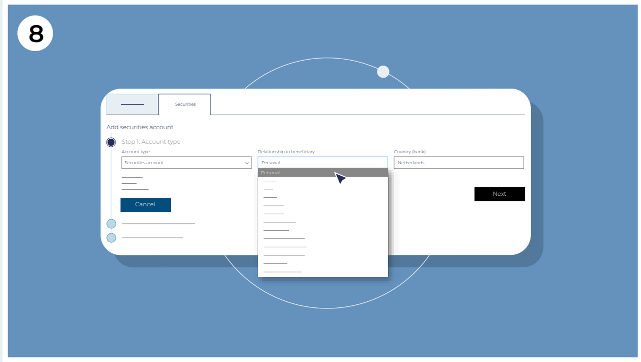
In three steps, you enter the details needed to add your securities account at your bank or broker.

Note that the securities account at your other bank or broker must be in the name of the same person or persons as your current portfolio in the Captin platform.

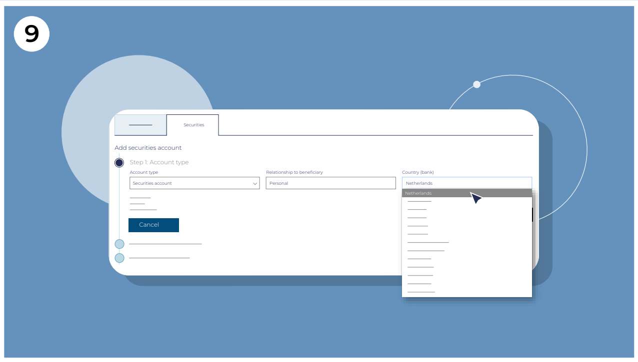
Step 1 Account type



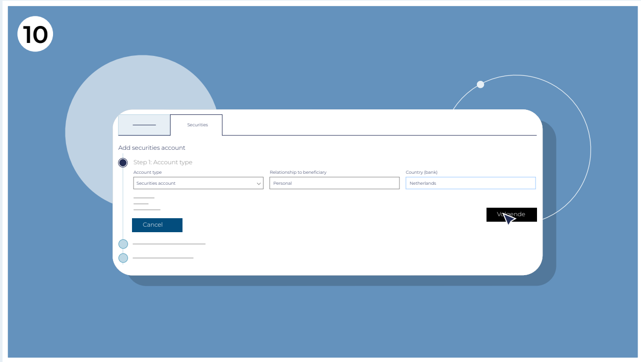
Under ‘account type’ select ‘securities account’



Under ‘relationship to beneficiary’ select ‘personal’

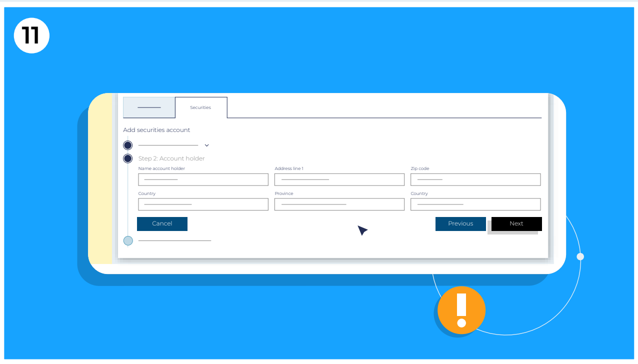


Under ‘country’ select the country where you have your securities account

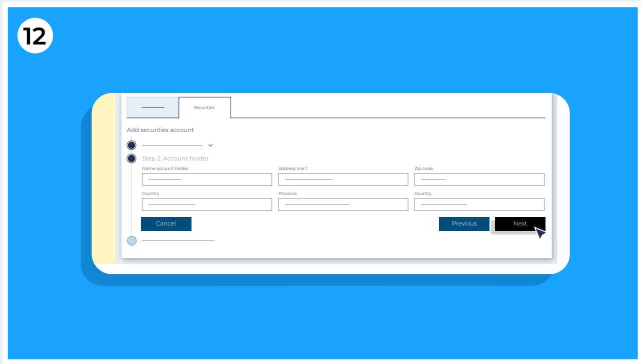


Then click ‘next’

Step 2 Account holder



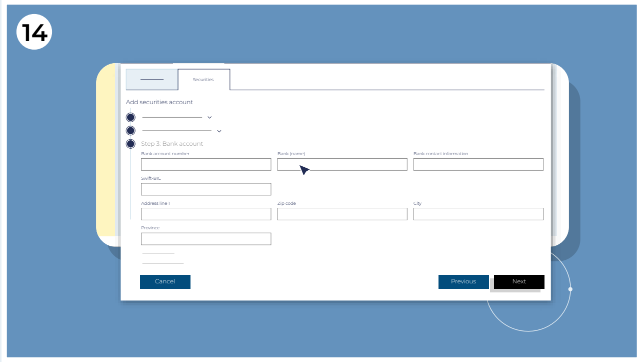
Under ‘account holder’ you enter your personal details. *Note: Your securities account at your other bank or broker must be in the name of the same person or persons as your current portfolio in the Captin platform*



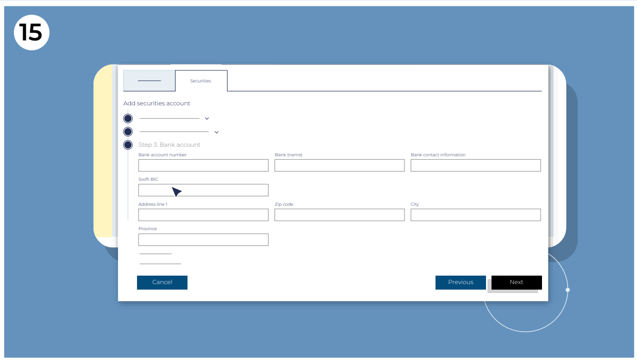
If your details have already been entered, we ask you to check them carefully and adjust them where necessary. If you have completed and checked all the fields, click ‘next’

Step 3 Bank account

Under ‘securities account number’ enter the account number of your securities account at the bank or broker of your choice



Under ‘Bank name’ enter the name of your bank or broker

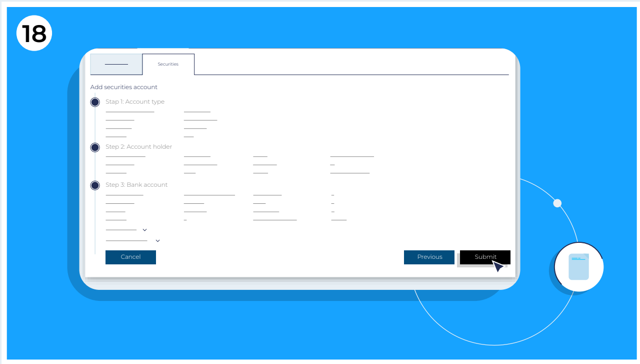


Under ‘Swift - BIC’ enter the international code of your bank or broker.

If you do not know which code to enter here, ask your bank or broker to provide it to you. You can also find the code on the Internet

Under ‘Bank contact information’ enter the email address or telephone number of your contact person or the department at the bank or broker of your choice charged with receiving and transferring securities

All other fields can be left blank. Then click ‘next’

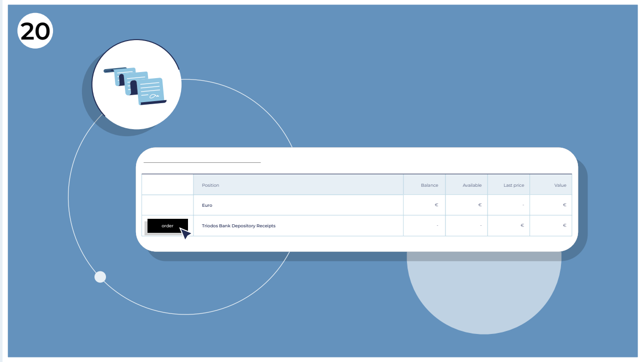


Now you see confirmation of the data you entered. To be sure, check them again and then click ‘Submit’

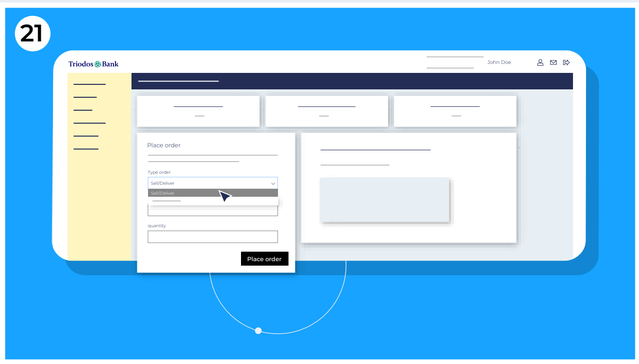
You have now added the new securities account for the delivery of your Triodos Bank Depository Receipts portfolio. You are back at the home screen.

STAGE 2: Submit the order to deliver your portfolio

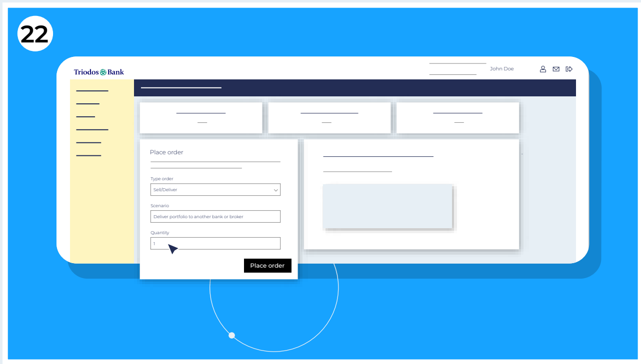
Click ‘Portfolio’ in the menu to the left to view your depository receipts. You will see a line with your Triodos Bank Depository Receipts



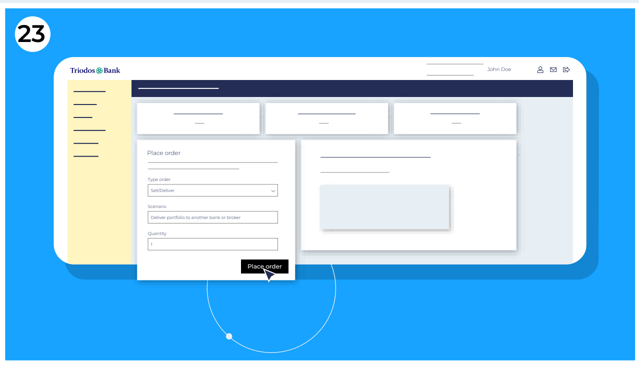
Select your position and click ‘order’



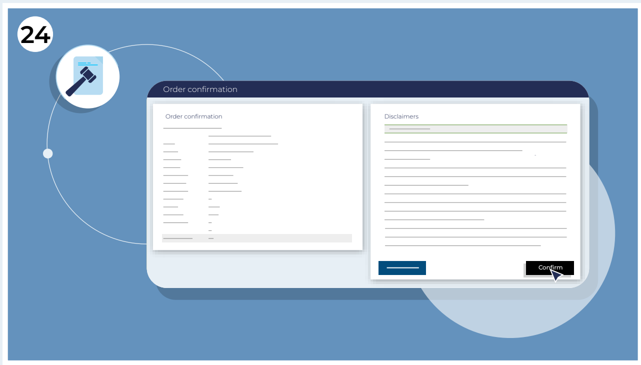
Under Order type, select ‘sell/deliver’ and under Scenario, select the option ‘deliver portfolio to another bank or broker’



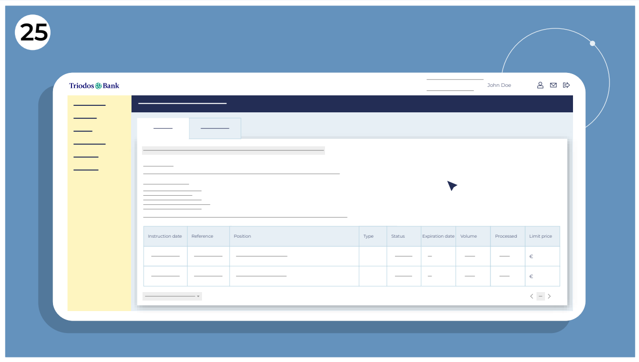
Under quantity, enter the number of depository receipts you wish to deliver



Click ‘Submit order’



To confirm the order, you must first agree to the required documents. You agree to these documents by placing a check mark. Then click ‘Confirm’. You have now submitted your request to deliver



An overview of your order now appears

You will receive a confirmation in your Captin Inbox. To find it, go to the envelope at the top right of the screen. You will also receive an email in your own email Inbox

Note that the delivery process may take several days to weeks. The processing time partly depends on your bank or broker. We ask for your kind understanding and patience. Once the delivery process is completed, you will receive a confirmation in your Captin Inbox as well as in your own email Inbox.