

This brochure relates to the following company names of de Volksbank N.V.:

- de Volksbank N.V.
- SNS
- BLG Wonen
- de Volksbank Financial Markets
- RegioBank
- ASN Bank

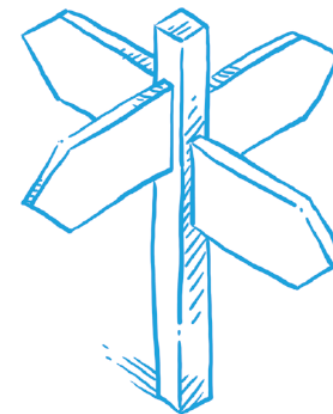
VAT ID and Chamber of Commerce number for all of the above company names:  
VAT number: NL009413327B01  
Chamber of Commerce number: 16062338

- ASN Beleggingsinstellingen Beheer B.V.
- ASN Impact Investors

VAT ID and Chamber of Commerce number for the above company:  
VAT number: NL801978257B01  
Chamber of Commerce number: 27143242

# *Invoicing terms and conditions for suppliers*

December 2023



## How can you help us pay your invoice on time?

Our parent company de Volksbank N.V. attaches great value to your goods and/or services. This brochure provides insight at a glance into how you can help prevent unnecessary delays in the processing and payment of your invoice. Naturally, your invoice must meet the legal conditions, which you can find at [www.belastingdienst.nl](http://www.belastingdienst.nl).

## Please state the following on your invoices:

1. Name, address, telephone number, e-mail address, Chamber of Commerce number, VAT number of your company.
2. IBAN (International Bank Account Number) and BIC (Bank Identifier Code) or other bank details, payment term and unique invoice number for the transfer.
3. Our billing address:  
de Volksbank N.V. / company name <sup>1</sup>  
Attn. the client (orderer) / accounts payable  
P.O. Box 914, 3500 AX Utrecht, the Netherlands
4. Order number <sup>2</sup>, cost centre, contract number and business unit.
5. If indicated by your contact: general ledger account (8 digits), contact person and any other information.
6. Invoice date, period, quantities and description of the goods and/or services supplied in accordance with the order.
7. Correct statement of the VAT amounts and total amount to be paid, including currency. If applicable, deductible and non-deductible VAT separately. VAT exempt, 0%, 9% and 21% separately. <sup>3</sup>
8. If applicable, VAT reverse charge mechanism: the legal article, VAT 0% and VAT reverse charge in the language of your country. Also state the VAT number of our company <sup>1</sup> (de Volksbank N.V. or ASN Beleggingsinstellingen Beheer B.V.).

<sup>1</sup> Ask the client (ordering party) for the correct name of our banking company. See overleaf.

<sup>2</sup> ASN Impact Investors (trade name for ASN Beleggingsinstellingen Beheer B.V.) is exempt from orders, cost center is sufficient.

<sup>3</sup> In the case of an exemption from VAT, state what the exemption is based on.

<sup>4</sup> Unless this has been contractually agreed.

**Always put the above information on the first page of the invoice!**

Please note: we may not be able to process your invoice without an order number, cost centre and a contract number in combination with a business unit!

## What else can you do for timely payment?

- Submit your invoice as soon as possible after delivery of the goods and/or services.
- Do not send us: pro forma invoice, zero invoice or order confirmation.
- Always state the information included on the incorrect debit note also on a credit note, and not just the debit note number.
- Always submit a credit note separately from the new corrected debit note.
- You can e-mail reminders and invoice questions to [crediteuren@devolksbank.nl](mailto:crediteuren@devolksbank.nl).
- Use electronic invoicing in PDF format and e-mail the invoice to [facturen@devolksbank.nl](mailto:facturen@devolksbank.nl). Only for new invoices, add one invoice per PDF file, complete as an attachment in the same message.
- Always send invoices once, so not both electronically and by post. Electronic invoices have a shorter processing time.

## What should you never do?

- Accept or invoice an order without having received an order number and/or cost centre in combination with company name.
- Use a cost centre and/or order number and contract number from a previous order by de Volksbank N.V. without consulting the purchaser.
- Submit one invoice that relates to several cost centres of de Volksbank N.V. <sup>4</sup>
- Submit collective invoices. <sup>4</sup>
- Use prices, quantities or descriptions other than those stated on the order.
- Submit invoices exceeding the total order value.
- Offset debit and credit invoices.
- Submit invoices with business expenses < € 250 euros. The employee must pay the invoice himself/herself and must then submit an internal claim. E.g., lunch, dinner, drinks, travel and accommodation costs, room rental, contribution, flowers, sweets, and so on. <sup>4</sup>
- Submit invoices without a unique invoice number.
- Change a contractually agreed invoice frequency (month, quarter, year).
- Have any price indexation carried out other than as agreed in the contract.
- Collect different costs on 1 line on the invoice (for example, always specify rent separately from service costs).

### Information

E [crediteuren@devolksbank.nl](mailto:crediteuren@devolksbank.nl)

T 030 -291 57 80

Accounts Payable, de Volksbank N.V.

### PDF Invoicing

E [facturen@devolksbank.nl](mailto:facturen@devolksbank.nl)

[www.devolksbank.nl](http://www.devolksbank.nl)