



## Frequently asked questions about our cash services

### **1. The ATM has not returned my bank card, what should I do?**

If the machine does not return your card, you should contact your bank. For safety reasons all cards which are not returned by the machine are destroyed, in this way, no one can misuse your card. We cannot return your card, please contact your bank to apply for a new bank card.

### **2. What do I have to do if the ATM takes my money back?**

Please contact your bank if your money is taken back by the ATM. Your bank will help you.

### **3. The amount debited from my account is wrong, what should I do?**

Please contact your bank if you have any questions regarding your account. Geldmaat is not authorized to view the details of your bank account.

### **4. Is everybody allowed to deposit banknotes into a geldmaat?**

Only if you have an account with ABN AMRO, ING, and Rabobank you can deposit banknotes into a geldmaat.

### **5. How much money am I allowed to deposit?**

Your bank sets the maximum amount you can deposit. The maximum number of banknotes a machine can handle is 200. If you want to deposit more than 200 banknotes, you must make more than one deposit. Visit your bank's website for information about the maximum amount of money you can deposit.

### **6. How long does it take for my deposit to be credited to my account?**

Your deposit is credited immediately. However, this will be delayed if there is any doubt about the authenticity of the notes. Please contact your bank if you have any questions about counterfeit banknotes. Find more information about counterfeit banknotes in this document.

### **7. I want to make a withdrawal at a geldmaat, is it wise to choose DCC?**

If you prefer transparency and you want to know exactly what you are spending DCC is a good way to be informed.

### **8. What is surcharge?**

Surcharge is a service fee for the use of our cash machines with a foreign card from a non SEPA-zone. If you make a cash withdrawal from a Geldmaat cash machine with a foreign card from a non SEPA-zone and you didn't choose the option DCC, a surcharge will be charged to your bankaccount of € 4,00 per

transaction. This charge is in addition to any fees that may be assessed by your card-issuing financial institution. This additional charge will be added to the transaction amount and posted to your account.

**9. I chose DCC, but then I changed my mind, can I cancel my withdrawal?**

If the ATM offers you the opportunity to stop the withdrawal, then this is possible. You can then start a new withdrawal.

**10. What percentage does Geldmaat charge for DCC?**

Geldmaat charges a percentage of 5% for DCC. Can't find the answer to your question? Call us at: +31 88 22 74 100. Available 24/7. Questions about banking? Please contact your own bank.