

Relief Offer Terms and Conditions

These Terms and Conditions contain the terms applicable to the "Relief Offer", hereinafter referred to as the "**Regulation**" or the "**Offer**".

Who is the issuer of the Regulation?

Aion, a private company limited by shares ("*société anonyme/naamloze vennootschap*") with its registered seat at rue de la Loi at 1040 Brussels, Belgium, registered with the Crossroads Bank for Enterprises under the reference 0403.199.306, hereinafter referred to as "the Bank" or "Aion".

Persons accepting the Regulation agree to be bound by the terms and conditions described below.

What does the Offer consist of ?

The Offer consists of a waiver of the membership fee which is normally due for regular membership of Aion, which Aion is extending to qualified healthcare workers (hereinafter referred to as the "**Benefit**").

What services do I get as a Regular Member ?

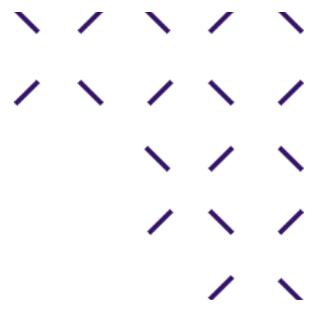
The scope of the services covered by the regular membership is described on Aion's website (www.aion.be).

What are the terms and conditions governing Regular Membership ?

The Terms and Condition are the same as for any other Regular Members, except that you do not pay any membership fee. By accepting the Benefit, you agree to be bound by the General Terms and Conditions Retail Clients applicable to Regular Membership ("Terms and Conditions" - see <https://www.aion.be/en/terms-conditions.html>).

How long is the Offer available ?

The Offer runs from April 11 2020 until July 31 2020, but may be extended upon further notice by the Bank. The Bank may at any time decide to withdraw the Offer prior to 31 July 2020.



Who is eligible for the Benefit ?

The Benefit is available for healthcare workers that were residing and working in Belgium (“**Qualified Healthcare Professionals**”), including, but are not limited to the following list:

- doctors
- nurses
- ambulance drivers
- paramedics

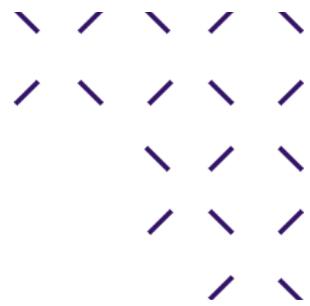
How should I provide evidence that I am a Qualified Healthcare Professional ?

- Download the Aion app and follow the usual onboarding process.
- Choose Belgium as your country of residency during the onboarding process.
- declare during the onboarding process that you work in one of the above mentioned healthcare professions by choosing the path dedicated for healthcare workers in the app.
- scan proof of employment (not older than one month) mentioning the name of your employer, and your name and surname. This can be the last pay slip or other evidence of the fact that you are a Qualified Healthcare Professional satisfactory to the Bank,
- upload this document into the app or present it otherwise to the Bank in accordance with the Bank’s guidelines. These guidelines will be sent to the email address provided by you during the onboarding process or/and via SMS message or/and displayed in the app,
- provide this information not later than 3 months from having been onboarded.

The Bank may at any time ask for confirmation of the fact that you are still a Qualified Healthcare Professional and request to submit evidence of that.

How long does the Benefit apply ?

The Benefit continues to apply as long as you remain a Qualified Healthcare Professional.



What if I cease to be a Qualified Healthcare Professional ?

Bank may terminate your entitlement to the Benefit if you are no longer a Qualified Healthcare Professional or if you are not able to validate it by providing the documents indicated above.

You can then choose to stop your membership or continue your membership by paying the fee for Regular Membership that will be applicable during the month after which you have ceased to be Qualified Healthcare Professional.

You agree to notify the Bank immediately about losing the status of a Qualified Healthcare Professional on the email address: info@aion.be.

When can I start using the Offer?

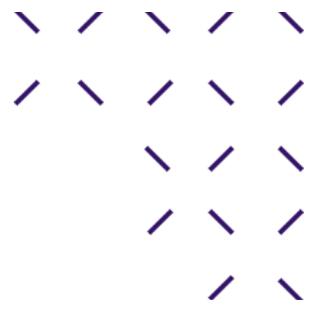
If the onboarding process is successful and the Bank is satisfied with the identification and verification of your identity, the Bank will confirm your acceptance as a Member and the contractual relationship enters into force.

What are the legal terms governing our relationship ?

The contractual relationship between the Bank and you shall otherwise be governed by the Bank's General Terms and Conditions for Regular Membership, as they may be amended from time to time.

What are the other terms applying to this Offer ?

1. For matters not covered by the Regulation, the provisions contained in the Terms and Conditions <https://www.aion.be/en/terms-conditions.html>, Privacy Policy <https://www.aion.be/en/privacy-policy.html> and the provisions contained in the relevant product agreements shall apply.
2. The controller of your personal data is the Bank. Your personal data held by the Bank will be further processed in order to carry out the Offer.
3. You have the right to access your personal data and correct them, as well as the right to request the removal of personal data processed by the Bank in connection with this Offer.
4. The Bank will process personal data as long as you use the Offer, and then as long as it is required by law.
5. Providing personal data is voluntary, however, without providing and processing those data, it is not possible to use the Offer.



6. For all matters related to the protection of personal data at the Bank, it is possible to contact the Data Protection Officer as stated below:
App: Customer Happiness Centre (logged Users),
Email address: privacy@aion.be
Postal address: Aion SA, Rue de la Loi, 34 - 1040 Brussels.