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# Triodos Bank

*This is the standard text of the e-mail or postal mailing sent by the local Triodos entities to all Depository Receipt holders.*

Not relevant for Depository Receipt holders who have already opened a trading account with Captin or are in the process of getting support in the onboarding process with Captin.

26 April 2023

***Subject: important update on the MTF-listing / action may be required***

Dear Triodos Bank Depository Receipt holder,

We are happy to inform you that we are well underway with preparations for the listing of the Triodos Bank Depository Receipts on the Multilateral Trading Facility (MTF). Captin now offers all Triodos Depository Receipt holders the possibility to open a trading account and has started onboarding in all countries where Triodos Bank is active. As previously mentioned in the webinars we organised and during the Extraordinary General Meeting of 23 March, we are also committed to informing potential new investors about our organisation.

As we get closer to the planned listing of the Depository Receipts and thus the resumption of trade, we would like to ask your attention for the following:

*If you would like to trade* as of the planned moment of listing of the Depository Receipts on the MTF (end of June), please ensure you commence the trading account opening procedure with Captin no later than 15 May 2023. Timely commencement of the trading account opening procedure is necessary because the mandatory process of identity verification and authorisation may take several weeks. Please note this process is required for all authorised persons for your Depository Receipt holdings.

*If you do not intend to trade* as of the planned moment of listing, you can apply for the opening of a trading account at any moment in the future.

*If you do not wish to trade at all*, you do not have to open a trading account with Captin.

***The following information and links aim to support you in the registration process so you can view your Depository Receipt holdings on the Captin platform and, if you wish, start the trading account opening process. You will also find Captin's contact information in case you need further support.***

***Have you already opened a trading account with Captin or are in the process of doing so?***

Please check your status via [onboarding.captin.com](https://onboarding.captin.com). You can now view your status in the onboarding process in the screen when you log in to Captin.

If you have started the onboarding process and need support, please fill in the web form (<https://support.captin.com/hc/en-gb/requests/new>). Captin's co-workers are happy to assist. (You have already asked Captin for support? Captin will follow up on your request and contact you.)

***Have you not yet started onboarding with Captin?***

Your starting point is the invitation to register that you received previously from Captin via [invitations@captin.nl](mailto:invitations@captin.nl). That e-mail provides you with a link to enable you to register for access to the Register of Depository Receipt holders provided by Captin. Once you have activated your access by choosing your own password, you are able to view your Depository Receipts portfolio on Captin's platform.

If you want to, you can continue and start the trading account opening process with Captin by choosing the functionality 'Open a trading account'. Having such an account will allow you to trade Depository Receipts once trading is resumed.

***Have you not yet received an invitation from Captin?***

If you have not yet received your invitation from Captin to start the onboarding process, please check your SPAM folder for the sender [invitations@captin.nl](mailto:invitations@captin.nl).

If you do not find the email there either, please send an email to [triodos@captin.nl](mailto:triodos@captin.nl), titled 'Invitation'.

***Information – Questions & Answers - Support from Captin***

- An overview of the support Captin offers is available at [support.captin.com](https://support.captin.com).
- The [Captin Manual for opening a Trading Account](#) provides instructions for how to open a Captin trading account and assistance with your identity verification.
- For further assistance, an Onboarding tutorial video is available [here](#).
- See here for Captin's answers to [Questions about the identity verification process](#).
- If you need support, you can contact Captin's Contact Centre via [triodos@captin.nl](mailto:triodos@captin.nl). If you need further assistance, you can find all contact details on [support.captin.com](https://support.captin.com).

For all recent updates on the process towards listing, we invite you to follow: [Upcoming listing of Depository Receipts \(triodos.com\)](#). There is also information available on the websites of the local Triodos Bank entities. Please note that the information on the Triodos Bank Group website ([www.triodos.com](http://www.triodos.com)) is leading.

Furthermore, Triodos co-workers are happy to answer any other questions. You can find all contact details on the local Triodos websites or [Triodos Investor Relations contact](#).

In the meantime, we remain focussed on restoring the tradability of the Depository Receipts, as well as continuing and safeguarding the pursuit of Triodos Bank's unique mission.

Kind regards,  
Triodos Bank NV