

FAQ Hello friends

Who can participate as sponsor?

Only **clients with a Hello or Hello4You current account** get to share the exciting mobile world of Hello bank! with their friends.

If you started your registration, but you have not yet completed all the steps, now is the time. Make sure you provide us with a photo or scan of your identity card. To complete your registration and join the world of Hello bank!, all you need to do is enter your electronic signature (M2) in the app Hello bank! or sign and return your paper contract.

If you have not started yet, no problem! You can join the world of Hello bank! in just a few clicks, completely free of charge!*

Unfortunately, you cannot refer your friends if **you are an employee** of BNP Paribas Fortis, Fintro or its subcontractors, as well as their spouse or legally/factually cohabiting partner.

I am a referred Hello bank! member. Can I refer my friends now? Of course! You can share the fascinating world of Hello bank! with your friends as soon as you have entered your electronic **signature** (M2) in the app Hello bank! or you have returned your signed paper contract.

Please note that it can take about 7 days before your details have been processed in our system. Please try again later.

How many times can I share this action with my friends? You can share this action with ten friends. You will receive €25 for every friend you refer who becomes a Hello bank! member. Life, it's so much better with friends!

What are the conditions for receiving €25?

If you are a sponsor, you will receive €25 if your friend completes the entire Hello bank! membership process within 31 days. Your friend will have to enter their electronic signature (M2) in the app Hello bank! or return their signed paper contract to complete their registration and join the world of Hello bank!

If you are a referred member, you will receive your €25 if you complete the entire Hello bank! membership process within 31 days and you perform 25 transactions with your new account within 92 days. To complete your registration and join the world of Hello bank!, all you need to do is enter your electronic signature (M2) in the app Hello bank! or sign and return your paper contract. Transactions refer to: payments, standing orders, direct debits, cash withdrawals, etc. of at least €1 per transaction.

Please note that this offer **cannot be combined** with other Hello bank! offers.

When will I receive my €25?

You will receive your €25 **quickly** after the conditions are met by you or your friend. * Subject to approval of your application.

I am opening a joint account. Who will receive the €25?

If both account holders registered with a referral code, both sponsors will receive €25. If this is one and the same sponsor, they will receive €50.

Both account holders will each also receive €25 in their joint account if they both registered with a referral code and then performed 25 transactions with their joint account.

Do you have any questions? Do you need some help? Feel free to contact us!

02 433 41 45 (Monday to Friday from 7am to 10pm, Saturdays from 9am to 5pm)