

Difficulties with banking?



Don't worry. Help is
always close by.





Find out what support your bank can offer

ABN AMRO



- If you have any questions about your day-to-day banking, please call the Banking Assistance Helpline on **088 226 26 12** (no menu options).
- ABN AMRO has over 200 Banking Assistance Advisors who are happy to help you. Free of charge, of course. This can be done by phone, via Video Banking, or during an appointment at your home or at a location of your choice. Read more at www.abnamro.nl/hulp-bij-bankzaken
- ABN AMRO runs courses on online banking and secure banking. Using real-life examples, you'll learn how to recognise and prevent fraud. Register via www.abnamro.nl/cursus
- You can practise using the ABN AMRO app safely at www.abnamro.nl/leereenvoudigbankieren
- ABN AMRO offers tools to make banking as easy as possible for everyone. Visit www.abnamro.nl/toegankelijkheid

Rabobank



- At Rabobank, you are welcome to visit our branches if you have any questions about day-to-day banking. You can find our branch locations at www.rabobank.nl/vind-je-bank
- Rabobank offers the Rabo Samen Bankieren service. This (free) service helps you with your day-to-day banking if you find it difficult to do so yourself. This can be done over the phone, or a bank employee can visit you at home to sort out your banking matters. Ask about it at a branch or call **088 722 66 00** (available on weekdays from 9.00 am to 5.00 pm).
- Rabobank and SeniorWeb organise local workshops on online banking. Please contact the bank for more information.
- You can practise using the Rabo App safely at www.eenvoudigbankieren.nl



ING



- Stop by one of the 180 ING Service Points located in a store near you. There, an ING-trained service point representative will help you install the ING App and learn how to use it on your own. You can find the locations at www.ing.nl/locaties
- Would you like to contact ING by phone? For step-by-step help with the app, call the Samen Digitaal line at **020 228 88 35**. An agent will assist you with digital banking. For other questions, please contact general customer service at **020 22 888 88**.
- Learn more about digital banking with the step-by-step guide and instructional videos on the website. Or sign up for the free workshop and practice using the ING App near you. Go to www.ing.nl/samendigitaal

ASN Bank (voorheen SNS)



- You can call customer service at **070 35 69 335** or visit one of the ASN branches near you. They'll be happy to help you there.
- Would you like a personal explanation of ASN Online Banking or the ASN app? Together with a representative, you can explore the possibilities of digital banking over the phone or in person. Or visit one of the branches, where you can practice at your own pace.

Practice and learn safely

Need help navigating online? Would you like to learn how to manage your banking on a computer or phone? Or would you like to know more about how to bank securely? Check out the tips.



Practice with the DigiHandig app

With the **DigiHandig app**, you can learn about mobile banking—how to log in, view deposits and withdrawals, or transfer money from your account to someone else's. You can also try these things out in a practice environment—on your own phone and at your own pace. Download the app to your phone and start practicing!



Explanatory cards and step-by-step guides

Would you like to know which banking tasks you can handle yourself using your mobile phone or computer? If so, you can use the “Banking from Home” resources. These include information cards and a step-by-step guide to online banking. You can download them for free at www.toegankelijkbankieren.nl/toolkit



Secure payments and banking

On the website www.veiligbankieren.nl, you can find information about safe payments and banking. For example, what to do if you receive a letter or email asking you to send in your debit card. Or what bank help desk fraud is and how to recognize it.



Do you have any questions about managing your banking affairs?

We're happy to help! Choose the option that works best for you.

Please contact your bank:

 **ABN-AMRO** 0900 0024 of 088 226 26 12 without a drop-down menu

 **ING**  020 22 888 88 (algemeen) of 020 22 888 35 (Samen Digitaal Lijn)

 **Rabobank** 088 722 66 00

 **asn bank** 070 35 69 335



Did you know? Calling from your banking app is faster and easier? The bank knows right away who's calling.



Call with the DigiHulplijn: 0800 1508 (free)

An experienced DigiHulplijn representative will explain how to manage your banking affairs. Our representatives are trained to assist you and will take all the time you need.



Go to [bankinformatiepunt.nl](https://www.bankinformatiepunt.nl)

At **www.bankinformatiepunt.nl**, you'll find information about the different ways to do your banking. And an overview of assistance available at locations near you.

Can't figure it out on your own? The information on [bankinformatiepunt.nl](https://www.bankinformatiepunt.nl) is also useful for people who can help you. They can find explanations on the website and download step-by-step guides.

Other useful websites:



Steffie is here to help

Steffie explains complicated things in a simple way. She covers all kinds of topics, including money, paying in stores, and digital banking. Visit <https://bankieren.steffie.nl/nl/>



Tips and help from SeniorWeb

SeniorWeb is here to help if you want to do more things online. We offer tips and information, courses, and assistance with computer problems. You can get help on our website or at 500 locations throughout the Netherlands. Visit www.seniorweb.nl/online-betalen



Practicing online banking

At Oefenen.nl, you can learn how to manage your banking online for free. You can practice on your own at home, or attend a class at the library or community center. Oefenen.nl explains everything in simple terms and uses plenty of videos, making learning fun and easy. Visit: <https://overoefenen.nl/online-bankieren/>

B. bank
informatie
punt

www.bankinformatiepunt.nl

Are you following us yet?



[@bankinformatiepunt](https://www.instagram.com/bankinformatiepunt)

What do the banks offer?



Type of assistance

Which bank offers this service?



Open an account without a BSN
(to be provided within 90 days)



Special assistance for
newcomers to the Netherlands



Translate the website into
the language of your choice
(via browser)



Read website aloud (via
browser)



Banking app in English



English Customer Service



You are always welcome to bring someone along to help with translation, such as an interpreter, a friend, or an acquaintance.

Please note: your banking transactions are always in Dutch!

This brochure has been translated to help you get started. Ultimately, you will need to handle your banking matters in Dutch. Even when you call your bank or the DigiHelp Line, the conversation will be in Dutch.

You can translate the website www.bankinformatiepunt.nl into your own language.

Other websites, apps, and learning resources are often available only in Dutch or in a limited number of languages.

Do you have trouble with the Dutch language?

Ask someone you know to help you or seek assistance at a library or community center.

This way, you can work toward greater independence step by step.

