

## Subject line: Information about your Triodos Bank depository receipts and the role of Captin

Dear depository receipt holder,

We would like to let you know that we are making progress in the process towards resuming trading of Triodos Bank depository receipts. We share this update with you since it holds important information about the next steps. The first step allows you to log in on the depository receipt holder register managed by Captin, on behalf of Triodos Bank. The second step facilitates the resumption of trading of your depository receipts on Captin's MTF\* after listing.

With this listing we are pursuing three distinct goals:

1. To restore trading in depository receipts.
2. To continue to protect Triodos Bank's unique and sustainable mission.
3. To restore potential access to new capital, so we can keep working for positive, social, environmental and cultural change.

\*On 11 October 2022 the Extraordinary General Meeting (EGM) approved the listing and admission of the depository receipts on a Multilateral Trading Facility (MTF) operated by Captin B.V. of The Netherlands. Captin is a licensed financial institution and is supervised by the Dutch Authority for the Financial Markets, the AFM.

### What does this mean for you?

**Step 1** concerns the ability to see your depository receipt holdings in the register of depository receipt holders. In the coming weeks, Captin will send you an email on Triodos Banks' behalf explaining how you can log in on the secure platform to view your personal details and your depository receipt holdings. In this email from [invitations@captin.nl](mailto:invitations@captin.nl) you will be asked to confirm your own email address and choose a password, by clicking on the 'getting started' button.

*As outlined previously in the update you received after the EGM of 11 October 2022, Triodos Bank manages the register of depository receipt holders on behalf of SAAT. Triodos Bank in turn has contracted the management of the register of depository receipt holders to Captin. Captin, therefore, manages the register on behalf of Triodos Bank. This changes nothing to your depository receipts or your rights concerning these depository receipts. Please note that viewing your depository receipt holdings in the register does not enable you to start trading, as this requires that you have a trading account with Captin. Please see step 2.*

**Step 2** concerns the preparatory steps to make it possible to trade your depository receipts on Captin's MTF. To trade your depository receipts, you will need to open a trading account with Captin. For this, Captin, on behalf of Triodos Bank, will send you an invitation to enter into an agreement with Captin to open such an account. The invitations for this step will be sent in batches, and only after the login instructions as described in step 1 are completed. You should receive your invitation in the period between December 2022 and February 2023, again from the email address [invitations@captin.nl](mailto:invitations@captin.nl).

After logging-in and choosing your personal password at step 1, you can proceed with step 2, and start opening an account with Captin. As part of the account opening procedure, you will need to go through an identification process. This process is required by law, and your passport and a smartphone are needed for this. If you do not wish to open a trading account, you will

continue to be able to view your depository receipt holdings in the register. However, you will not be able to trade your depository receipts on the MTF once trading resumes. As was previously communicated, trading is expected to resume in the second quarter of 2023.

To ensure a smooth transition, Triodos Bank will temporarily offer you the possibility to continue to view your depository receipt holdings in the current way, via the Triodos App and your Triodos Internet Banking access. This option is offered parallel to the option of viewing the depository receipts holdings in the register managed by Captin.

### **In summary**

In the coming weeks you will receive two separate messages from the email address: [invitations@captin.nl](mailto:invitations@captin.nl).

One is for login and viewing your depository receipt holdings in the register (step 1). The second email will follow in the period between December 2022 and February 2023 and will invite you to open a trading account with Captin (step 2).

Please find an illustrated overview of the steps towards listing of the depository receipts on Captin's MTF, at [www.triodos.com/investors](http://www.triodos.com/investors). We will publish updated versions of this document on [www.triodos.com/investors](http://www.triodos.com/investors) when necessary. On this webpage you can also view the more detailed preparatory and decision-making process towards listing. This roadmap reflects the process and information flows as currently foreseen and will be updated periodically with additional information and decisions.

### **Who can I contact with questions?**

We realize that this might be a lot of information for you as an investor in Triodos Bank. You can of course always contact us if you have any questions or would like additional explanation. For practical questions about viewing your depository receipt holdings in the register, and for practical questions concerning the opening of a trading account with Captin, you can contact Captin directly. The contact information will be provided in the emails you will receive.

To contact us, please visit [www.triodos.com/investors](http://www.triodos.com/investors) for our contact details. We will be happy to assist you further.

Kind regards,

Triodos Bank