

**AMENDED AND RESTATED
SERVICING AGREEMENT**
originally dated 7 June 2021
as amended and restated on 29 November 2022

between

ACHMEA BANK N.V.
as Servicer

and

ACHMEA SB COVERED BOND COMPANY B.V.
as CBC

and

**STICHTING SECURITY TRUSTEE ACHMEA SB COVERED BOND
COMPANY**
as Security Trustee

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Schedule 1: The Pool Services

Schedule 2: Form of Mortgage Report

THIS AGREEMENT is originally dated 7 June 2021, as amended and restated on 29 November 2022 and made between:

1. **ACHMEA BANK N.V.**, a public limited liability company (*naamloze vennootschap*) organised under the laws of the Netherlands, and established in The Hague, the Netherlands;
2. **ACHMEA SB COVERED BOND COMPANY B.V.**, a private company with limited liability (*besloten vennootschap met beperkte aansprakelijkheid*) organised under the laws of the Netherlands, and established in Amsterdam, the Netherlands; and
3. **STICHTING SECURITY TRUSTEE ACHMEA SB COVERED BOND COMPANY**, a foundation (*stichting*) organised under the laws of the Netherlands, and established in Amsterdam, the Netherlands.

WHEREAS

- A. The Issuer has decided to set up a covered bonds programme pursuant to which the Issuer will issue Covered Bonds from time to time.
- B. In connection with the Programme, Mortgage Receivables will be transferred to the CBC pursuant to the Guarantee Support Agreement.
- C. The Servicer carries on the business of, *inter alia*, administering Mortgage Receivables.
- D. The Servicer is willing to provide the Pool Services to the CBC in relation to the Mortgage Receivables subject to and in accordance with the terms of this Agreement.

IT IS AGREED as follows.

1. INTERPRETATION

- 1.1 In this Agreement (including its recitals), except in so far as the context otherwise requires, words, expressions and capitalised terms used herein and not otherwise defined or construed herein shall have the same meanings as defined or construed in the master definitions agreement originally dated 7 June 2021, as lastly amended and restated on 29 November 2022 and signed by, amongst others, the parties to this

Agreement, as the same may be further amended, restated, supplemented or otherwise modified from time to time (the "**Master Definitions Agreement**"). The rules of usage and of interpretation as set forth in the Master Definitions Agreement and all other agreements and understandings between the parties hereto contained therein shall apply to this Agreement, unless otherwise provided herein.

- 1.2 The expression "**Agreement**" shall herein mean this Servicing Agreement including its Schedules.
- 1.3 This Agreement expresses and describes Dutch legal concepts in English and not in their original Dutch terms. Consequently, this Agreement is concluded on the express condition that all words, terms and expressions used herein shall be construed and interpreted in accordance with the laws of the Netherlands.
- 1.4 The Security Trustee has agreed to become a party to this Agreement only for the purpose of taking the benefit of certain provisions of this Agreement expressed to be for its benefit and for the better preservation and enforcement of its rights under the Pledge Agreements and, save as aforesaid, the Security Trustee shall assume no obligations or liabilities whatsoever to the Servicer or the CBC by virtue of the provisions thereof, except where the Servicer, upon receipt of a notice from the Security Trustee, shall be required to act as Servicer of the Security Trustee in accordance with Clause 21.1.

2. APPOINTMENT OF SERVICER

- 2.1 The CBC appoints Achmea Bank N.V. to provide the services as set forth in this Agreement and in **Schedule 1** hereto (the "**Pool Services**") in respect of the Mortgage Loans and Mortgage Receivables and Achmea Bank N.V. accepts such appointment on the terms and subject to the conditions of this Agreement.
- 2.2 For the avoidance of doubt and in connection with the rights, powers and discretions conferred under Clause 2.1 above and this Clause, during the continuance of its appointment under this Agreement, the Servicer shall, subject to the terms and conditions of this Agreement, have the full power, authority and right to do or cause to be done any and all things which it reasonably considers necessary, convenient or incidental to the provision of the Pool Services excluding, for the avoidance of doubt, any acts of

disposal (*beschikkingshandelingen*), provided that it will not involve and cannot result in a breach by the CBC and/or the Issuer of any of the provisions of the Transaction Documents and provided furthermore that the CBC and its directors shall not be required or obliged at any time to comply with any directions which the Servicer may give with respect to the operating and financial policies of the CBC. The Servicer hereby acknowledges that all powers to determine such policies are, and shall at all times remain, vested in the CBC and its directors and none of the provisions of this Agreement shall be construed in a manner inconsistent with this Clause.

3. THE POOL SERVICES

3.1 The duty of the Servicer shall be to provide the Pool Services upon the terms of and subject to the conditions of this Agreement.

3.2 When providing the Pool Services, the Servicer shall have due regard to the interests of the CBC, the Security Trustee and the Secured Parties.

3.3 Compliance with law and Transaction Documents

The Pool Services shall include procuring (insofar as the Servicer having used its reasonable endeavours is able to do so) compliance by the CBC with all applicable legal requirements and with the terms of the Transaction Documents to which the CBC is a party, provided always that the Servicer shall not lend or provide any sum to the CBC (other than as expressly contemplated by this Agreement or any of the other Transaction Documents), and that the Servicer shall have no liability whatsoever to the CBC, the Security Trustee, the Covered Bondholders or any other person for any failure by the CBC to make any payment due by it under any Transaction Document unless such failure by the CBC results from a failure due to fraud, gross negligence or wilful misconduct by the Servicer to perform any of its obligations under this Agreement or any of the other Transaction Documents.

3.4 Sub-agents and sub-servicers

3.4.1 The Servicer may sub-contract all or part of its Pool Services to any member of the Achmea Group without restriction, including, for the avoidance of doubt, Achmea Hypotheken in relation to the Achmea Hypotheken Mortgage Receivables. Further, subject to Clause 3.4.2 below,

the Servicer may appoint any other person as its sub-agent or sub-servicer to carry out its Pool Services on such terms as it deems necessary, provided that it shall always use reasonable care in the selection and continued appointment of such person and any delegation is permitted under Dutch law. Any sub-contracting in accordance with this Clause shall not in any way relieve the Servicer from its obligations under this Agreement in respect of the provision of any of its Pool Services for which it shall continue to be liable as if no such appointment had been made and as if the acts and omissions of the sub-agent or sub-servicer were the acts and omissions of the Servicer.

3.4.2 The Servicer may appoint one or more sub-agents or sub-servicers to perform some or all Pool Services, provided that:

- (a) where the arrangements involve or may involve the receipt by the sub-agent or sub-servicer of moneys which, in accordance with this Agreement, are to be credited to the CBC Account, the sub-agent or sub-servicer acknowledges on terms satisfactory to the CBC that any such moneys without any set-off or counterclaim of whatever kind will be paid to the Servicer for credit to the CBC Account; and
- (b) neither the CBC nor the Security Trustee shall have any liability for any costs, charges or expenses payable to or incurred by such sub-agent or sub-servicer, or arising from the termination of any such arrangement in addition to the liability which either the CBC or the Security Trustee would have to the Servicer under this Agreement if no such sub-contracting had occurred; and
- (c) the CBC and the Security Trustee have given their prior written consent (which consent shall not unreasonably be withheld) to such appointment and the Rating Agency is notified of such appointment.

3.4.3 Without prejudice to Clause 3.4.1 and 3.4.2, (i) the Servicer (a) has initially appointed Quion Services B.V. as its sub-servicer, to provide some or all Pool Services in respect of some or all Mortgage Loans other than Achmea Hypotheken Mortgage Loans on the Programme Date and (b) will appoint Syntrus Achmea Hypotheekdiensten as its sub-servicer to provide some or all Pool Services in respect of some or all Mortgage Loans other than Achmea Hypotheken Mortgage Loans, as of the end of 2022, and Syntrus Achmea Hypotheekdiensten in its turn will appoint Quion Services B.V. as its sub-servicer to provide some or all Pool Services in respect of some

or all Mortgage Loans other than Achmea Hypotheken Mortgage Loans and (ii) the Servicer has appointed Achmea Hypotheken as its sub-servicer to provide some or all Pool Services in respect of some or all Achmea Hypotheken Mortgage Loans, whereby Achmea Hypotheken will pursuant to the CBC Master Purchase Agreement appoint Syntrus Achmea Hypotheekdiensten as its sub-servicer to provide some or all Pool Services in respect of some or all Achmea Hypotheken Mortgage Loans, and Syntrus Achmea Hypotheekdiensten in its turn will appoint Quion Services B.V. as its sub-servicer to provide some or all Pool Services in respect of some or all Achmea Hypotheken Mortgage Loans.

4. INTEREST RATES ON MORTGAGE LOANS

- 4.1 Pursuant to clause 7.6 of the Guarantee Support Agreement, the CBC has agreed with the Transferor that it or the relevant Originator, as the case may be, whether for itself or on behalf of the CBC, shall determine and set the interest rates on the relevant Mortgage Loans in accordance with the Mortgage Conditions and Dutch law.
- 4.2 In addition, the CBC has agreed with Achmea Hypotheken that Achmea Hypotheken shall determine and set the interest rates as set forth in clause 6 of the CBC Master Purchase Agreement.
- 4.3 Subject to Clauses 4.4, 4.5 and 4.6 below, if at any time the Transferor or the relevant Originator no longer sets the interest rates on the relevant Mortgage Loans for any reason, the CBC and the Security Trustee grant full right, liberty and authority to the Servicer for such relevant Mortgage Loans on behalf of the CBC or, as the case may be, the Security Trustee, to determine the interest rates of the relevant Mortgage Loans in accordance with the Mortgage Conditions and Dutch law, and, following notification to the Borrowers of the assignment and/or pledge of the relevant Mortgage Receivables to the CBC and/or the Security Trustee, respectively, to set the interest rates of the relevant Mortgage Loans in accordance with the Mortgage Conditions and Dutch law and, in respect of the Achmea Hypotheken Mortgage Loans, in accordance with the CBC Master Purchase Agreement.
- 4.4 Subject to Clause 4.5 below and, in respect of the Achmea Hypotheken Mortgage Loans, subject to the CBC Master Purchase Agreement, the Servicer covenants with the CBC and the Security Trustee that until the CBC and the Security Trustee have no further interests in the relevant

Mortgage Receivables, it will not at any time set the interest rates on the relevant Mortgage Loans at a level which is materially below or above the current market rates at such time as offered by the Reference Mortgage Lenders for loans which are comparable in all material respects to such relevant Mortgage Loans.

- 4.5 The Servicer, acting on behalf of the CBC, will, following notification to the relevant Borrowers of the assignment of the relevant Mortgage Receivables, offer the relevant Borrowers in respect of relevant Mortgage Loans (or the relevant loan part thereof) an interest rate for the next succeeding interest rate period (*rentevastperiode*) and, other than in respect of Achmea Hypotheken Mortgage Loans, use its reasonable efforts to offer an interest rate which is at least equal to the Minimum Mortgage Interest Rate, provided that when offering such interest rate, such interest rate will always be offered in accordance with and subject to the Mortgage Conditions and in accordance with and subject to applicable law (including, without limitation, principles of reasonableness and fairness) and in respect of Achmea Hypotheken Mortgage Loans in accordance with and subject to Clause 6 of the CBC Master Purchase Agreement.
- 4.6 Each of the Security Trustee and the CBC may terminate the authority of the Servicer to determine and set the interest rates of interest referred to above in Clause 4.2 at any time.

5. REPORTS

- 5.1 Following the end of each Calculation Period, the Servicer will prepare the information as set out in **Schedule 2** (the "**Mortgage Report**") in relation to its Pool Services and will distribute such report to the Issuer, the CBC, the Administrator, the Rating Agency and the Security Trustee ultimately five (5) Business Days prior to the immediately succeeding CBC Payment Date.
- 5.2 The Servicer shall provide all assistance and information as the Administrator may reasonably require for preparing and providing the Asset Cover Reports in accordance with clause 3 of the Asset Monitoring Agreement.

6. IDENTIFICATION OF AMOUNTS RECEIVED

- 6.1 The Servicer undertakes that it will promptly and clearly upon receipt thereof, identify any amount received in respect of each relevant Mortgage Receivable, which the Transferor owes to the CBC pursuant to the Guarantee Support Agreement and which the Transferor is obliged to transfer to the CBC.
- 6.2 The Servicer undertakes that it will procure that the Transferor will pay on each CBC Payment Date, without set-off or counterclaim, any amounts received by the Transferor into the CBC Account in respect of the relevant Mortgage Receivables during the immediately preceding Calculation Period which the Transferor owes to the CBC pursuant to the Guarantee Support Agreement and which the Transferor is obliged to transfer to the CBC.

7. FORECLOSURE OF MORTGAGE RECEIVABLES

The Servicer will, in relation to any default by a Borrower under or in connection with the relevant Mortgage Receivable, as soon as it is aware thereof, use such foreclosure procedures and take such action as may be expected from a reasonable prudent lender of Dutch residential mortgages in respect of such default.

8. TRANSFER, RETRANSFER AND SALE OF MORTGAGE RECEIVABLES

The Servicer shall use its reasonable efforts to assist the CBC in (a) any transfer or retransfer of relevant Mortgage Receivables under the Guarantee Support Agreement and (b) a sale of such relevant Mortgage Receivables to the Transferor or a third party in accordance with the Asset Monitoring Agreement and the Guarantee Support Agreement and in such case, the Issuer shall use its reasonable efforts to the extent not prejudicial to the interests of the Issuer, to procure that after such sale the Servicer is appointed to continue to provide the Pool Services in respect of the relevant Mortgage Receivables to be transferred, if such third party or the

Transferor wishes to continue such Pool Services.

9. LOWER RANKING MORTGAGES / DISCHARGE OF MORTGAGES /TERMINATION OF MORTGAGE LOANS

9.1 If at any time the Transferor has a lower-ranking mortgage over any property on which a Mortgage is vested, the Servicer shall procure that the Transferor will take no action to encourage the relevant Borrower to make payments in respect of the mortgage loan secured by the lower-ranking mortgage loan in preference to the relevant Mortgage Receivable. The Servicer shall procure that if at any time, after the occurrence of an Assignment Notification Event or the service of a Breach of Asset Cover Test Notice, a Notice to Pay or a CBC Acceleration Notice, the Transferor, or the relevant Collection Foundation or the relevant Originator on behalf of the Transferor, receives moneys from a Borrower and it is unsure as to whether such moneys have been paid in respect of the relevant Mortgage Receivable or a mortgage loan secured by the lower-ranking mortgage, the Transferor, or the relevant Collection Foundation or the relevant Originator on behalf of the Transferor, shall promptly pay such amount into the CBC Account in satisfaction of the relevant Mortgage Receivable.

9.2 Upon repayment in full of all amounts due and payable under or in connection with a relevant Mortgage Receivable, the Servicer may on behalf of the CBC execute a discharge of the relevant Mortgage Loan, the relevant Mortgage and any other collateral security relating thereto by the Transferor.

9.3 The Servicer shall procure that the Transferor shall terminate Mortgage Loans which have been originated by Avéro Hypotheken B.V. three (3) months prior to the legal maturity date set forth in the relevant Mortgage Deed.

10. NO LIABILITY

10.1 The Servicer shall not have any liability for any obligation of a Borrower under any Mortgage Receivable, Mortgage or Borrower Pledge and nothing herein shall constitute a guarantee, or similar obligation, by the Servicer of any obligation under any Mortgage Receivable, Mortgage or Borrower Pledge.

10.2 Save as provided in Clause 3.3 above, the Servicer shall not have any

liability for the obligations of the CBC under any of the Transaction Documents or otherwise and nothing herein shall constitute a guarantee, or similar obligation, by the Servicer of the obligations of the CBC in respect thereof.

- 10.3 The Servicer shall not be liable in respect of any loss, liability, claim, expense or damage suffered or incurred by the CBC and/or the Security Trustee as a result of the performance of the Pool Services by the Servicer save where such loss, liability, claim, expense or damage is suffered or incurred as a result of any gross negligence (*grove nalatigheid*) or wilful misconduct (*opzet*) of the Servicer by it or any sub-agent appointed by it of the provisions of this Agreement.

11. REMUNERATION

The CBC shall pay to the Servicer for the performance of its Pool Services a servicing fee which shall be calculated monthly and which shall be paid monthly in arrear on each CBC Payment Date and shall amount to 0.21% per year of the aggregate Outstanding Principal Amount of the relevant Mortgage Receivables or, after an Investor Default Event and a Servicing Notice (both as defined in the CBC Master Purchase Agreement), the Outstanding Principal Amount of the relevant Mortgage Receivables other than the Achmea Hypotheken Mortgage Receivables, as calculated for the immediately preceding CBC Payment Date exclusive of VAT (if any). In case Achmea Bank does not pay any fees due to Achmea Hypotheken as Originator as required pursuant to the CBC Master Purchase Agreement, the fees payable to the Servicer shall be reduced with an amount equal to the amount that is due by the CBC to the Originator pursuant to the CBC Master Purchase Agreement as a result thereof.

12. COSTS AND EXPENSES

The CBC authorises the Servicer to incur those reasonable costs and expenses to third parties which must reasonably be incurred in the foreclosure of any Mortgage Receivable and the related security rights, including the Mortgage and the Borrower Pledge of the CBC and/or the Security Trustee. For the avoidance of doubt, such costs and expenses shall be obligations of the CBC to be reimbursed to the Servicer on the next CBC Payment Date following such foreclosure by deducting such costs and expenses from the gross foreclosure proceeds relating to the Mortgage Receivable.

13. INFORMATION

Maintenance of records

- 13.1 The Servicer shall, or shall procure that the relevant Originator and/or the Transferor shall, (i) keep the Loan Files for and on behalf of the CBC in a secure place and shall maintain in an adequate form such records as are necessary to administrate and enforce each relevant Mortgage Loan, Mortgage, the Borrower Pledges and/or any other collateral security thereto and (ii) identify and be able to identify at any time in its computer system each relevant Mortgage Receivable and any Beneficiary Rights relating thereto. The Servicer irrevocably waives any rights or lien which it might have in respect of the Loan Files.
- 13.2 The Servicer shall procure that the relevant Originator and/or the Transferor shall provide the Security Trustee on each Transfer Date with electronic files relating to the Mortgage Receivables and assigned to the CBC on such Transfer Date which contain all information to be set out in Annex 1 to any Deed of Assignment, Retransfer, Pledge and Release. The electronic files shall be lodged with the Security Trustee or such other person as the Security Trustee may appoint, and such electronic file shall be held to the order of the CBC and/or the Security Trustee.
- 13.3 The Servicer shall at first request of the Security Trustee, but in any event within ten (10) Business Days after every CBC Payment Date, provide with respect to the relevant Mortgage Loans the CBC and the Security Trustee with the most recent List of Mortgage Loans.
- 13.4 The Servicer shall keep the Security Trustee informed of the location of the relevant Loan Files if and insofar as these are in its possession or in the possession of any third parties appointed by it and duplicate electronic files. The information may also be sent by electronic means to the Security Trustee.

Access to books and records

- 13.5 The Servicer shall, subject to all applicable laws, permit the independent auditors of the CBC and any other person nominated by the Security Trustee at any time upon reasonable notice to have access to all books of record and account relating to the administration of the Pool Services and related matters in accordance with this Agreement.

Further information

- 13.6 The Servicer shall prepare and deliver to the CBC and/or the Security Trustee and/or the Rating Agency such further information and/or reports whether in writing or otherwise as the CBC and/or the Security Trustee and/or the Rating Agency may reasonably require.

Amendment to Mortgage Loans

- 13.7 The Servicer may agree to amend or consent to an amendment of the terms of the relevant Mortgage Loan, or part of such relevant Mortgage Loan as would be acceptable to a reasonable prudent servicer of residential mortgage loans in the Netherlands, if such amendment is made (i) subject to and in accordance with clause 7.9 of the Guarantee Support Agreement or (ii) as part of the enforcement procedures to be complied with upon a default by the Borrower under the relevant Mortgage Loan or (iii) is otherwise made as part of a restructuring or renegotiation of such relevant Mortgage Loan due to a deterioration of the credit quality of the Borrower of such relevant Mortgage Loan.

14. INSURANCES

General

- 14.1 The Servicer will administrate the arrangements for insurance which relate to the relevant Mortgage Loans or the business of the CBC.

Buildings Insurance

- 14.2 The Servicer shall not knowingly take any action or omit to take any action which would result in the avoidance or termination of or would reduce the amount payable on any claim under any applicable buildings insurance (*opstalverzekering*) or any similar insurance policies taken out, *inter alia*, for the relevant Originator's and/or Transferor's benefit, in relation to all or any of the properties on which a Mortgage has been vested to secure any relevant Mortgage Receivable.

15. MORTGAGE DEEDS

The Servicer shall or, as the case may be, shall procure that the relevant Originator and/or the Transferor shall keep the relevant Mortgage Deeds, the relevant Insurance Policies and any other documents specifically

relating to the relevant Mortgage Loans in safe custody and shall not without the prior written consent of the Security Trustee and the CBC part with possession, custody or control of them otherwise than to a sub-agent or sub-servicer appointed pursuant to Clause 3.4 above or to a lawyer or a civil law notary for the purposes of the redemption of relevant Mortgage Loans.

16. DATA PROTECTION

- 16.1 The Servicer will use its best efforts to ensure that the arrangements contemplated by this Agreement shall not conflict with the provisions of any applicable data protection act, such as the General Data Protection Regulation.
- 16.2 Irrespective of any provision to the contrary in this Agreement or any other Transaction Document, none of the parties hereto shall have an obligation under this Agreement or any other Transaction Document to provide any personal information or personal data as a result of which such party, in its reasonable opinion, would violate any of the provisions or requirements of the General Data Protection Regulation.
- 16.3 If at any time this Agreement and the arrangements laid down herein need to be modified as a result of the General Data Protection Regulation, the parties hereto will cooperate and agree to any such modification in order to enable each of the parties hereto to comply with any requirements which apply to it under the General Data Protection Regulation.

17. SOFTWARE

- 17.1 The Servicer will use all reasonable endeavours to negotiate with the relevant parties to ensure that any intellectual property rights not owned by it but used by it in connection with the performance of its obligations under this Agreement and in particular all software programs used in connection with the relevant Mortgage Loans and their administration are licensed or sub-licensed to the CBC and the Security Trustee in order to permit the CBC and the Security Trustee to use such intellectual property rights only in connection with the administration of the relevant Mortgage Loans (but not for any other purpose) free of charge for so long as any of the relevant Mortgage Loans are outstanding. For the avoidance of doubt, the Servicer shall not be in breach of its obligations under this Agreement if such rights and/or software programs are not so licensed or sub-licensed to the CBC

and the Security Trustee at any time after the Servicer has ceased to be the Servicer, provided that the Servicer shall procure that the CBC and the Security Trustee may continue to use such rights and software programs during a period of twelve (12) months after the Servicer has ceased to be the Servicer or longer period as the CBC and Security Trustee may request.

17.2 As regards any such intellectual property rights which are owned by the Servicer, and/or any sub-agent or sub-servicer of the Servicer, the Servicer hereby grants and shall ensure that any sub-agent or sub-servicer shall grant to the CBC and the Security Trustee a licence or sub-licence to use such intellectual property rights (including all software programs) only in connection with the administration of the Pool Services (but not for any other purpose) free of charge for so long as any of the relevant Mortgage Receivables are outstanding, subject to Clause 17.3 below and, in respect of the Achmea Hypotheken Mortgage Loans, subject to the CBC Master Purchase Agreement.

17.3 If this Agreement is terminated then:

- (i) the licence under Clause 17.2 above shall continue to be in force for a period of twelve (12) months from the date of termination of this Agreement, upon expiry of such period it shall immediately terminate; and
- (ii) during such twelve (12) month period the Servicer shall use reasonable endeavours to assist the CBC, the Security Trustee and/or any substitute servicer, to establish and implement a computer system for performing the Pool Services and to load the data held by the Servicer in relation to Borrowers and the relevant Mortgage Loans onto that system.

17.4 The Servicer covenants that it will take no action that will result in or effect, and will not omit to take any action the failure of which will result in or effect, the termination of any existing licence agreement in relation to any such intellectual property rights or bring to an end its right to grant the licence contained in Clause 17.2 above, provided always that a licence agreement may be terminated if it is replaced by a substitute arrangement under which the intellectual property rights, including rights to computer software, are such that the services resulting there from are at least as good as under the previous arrangement.

18. COVENANTS OF THE SERVICER

The Servicer hereby covenants with each of the CBC and the Security Trustee without prejudice to any of its specific obligations hereunder that:

- (a) it will devote or ensure that the same amount of time and attention will be devoted to, and will exercise or ensure that the same level of skill, care and diligence in the performance of, the Pool Services as it would or would ensure if it, or its sub-agent, were administrating mortgage loans which were its own;
- (b) it will provide the Pool Services with respect to the relevant Mortgage Loans, the Mortgages and other collateral security in such manner as would a reasonable prudent lender of Dutch residential mortgages;
- (c) it will comply with the provisions of the Trust Deed and with any proper directions, orders and instructions which the CBC or the Security Trustee may from time to time give to it in accordance with the provisions of this Agreement (and in the event of any conflict those of the Security Trustee shall prevail) and the Trust Deed;
- (d) it will use its reasonable endeavours to keep in force all licences, approvals, authorisations and consents which may be necessary in connection with the performance of the Pool Services, including (but not limited to) it being licensed to act as an intermediary (*bemiddelaar*) and/or offeror (*aanbieder*) of credits under the Wft and prepare and submit on a timely basis all necessary applications and requests for any further approval, authorisation, consent or licence required in connection with the performance of the Pool Services including but not limited to, to the extent applicable, such approval, authorisation, consent or licence required pursuant to the Wft now or in the future;
- (e) it will not knowingly fail to comply with any legal requirements in the performance of the Pool Services;
- (f) it will make all payments required to be made by it on behalf of the CBC pursuant to this Agreement on the due date for payment thereof in Euro for value on such day without set-off or counterclaim;

- (g) forthwith upon becoming aware of any event which may reasonably give rise to a retransfer of any relevant Mortgage Receivable pursuant to the Guarantee Support Agreement, notify the CBC in writing of such event;
- (h) it will inform the Security Trustee of (i) any legal proceedings against it or the Transferor or any Originator which could have a material impact on the Pool Services to be performed by it or the Mortgage Receivables serviced by it and (ii) any steps being taken by any party for the winding-up, liquidation or bankruptcy of the CBC;
- (i) it will not knowingly create or permit to subsist any encumbrance in relation to the CBC Transaction Accounts or on any of the other assets of the CBC, other than as created under the Pledge Agreements;
- (j) it shall not increase the Outstanding Principal Amount of the relevant Mortgage Receivable with any interest in arrears without being contractually obliged to do so according to the relevant loan agreement concluded with the relevant Borrower and only upon request of the Borrower;
- (k) it will not terminate, or agree to termination of any of the Transaction Documents without the prior written consent of the Security Trustee; and
- (l) it will duly observe the articles of association of the CBC.

19. POOL SERVICES NON-EXCLUSIVE

Nothing in this Agreement shall prevent the Servicer from rendering services similar to those provided for in this Agreement to other persons, firms or companies or from carrying on business similar to or in competition with the business of the CBC.

20. TERMINATION

20.1 If any of the following events shall occur in respect of the Servicer:

- (a) a material default is made by the Servicer in the payment on the due date of any payment due and payable by it under this Agreement and such default continues unremedied for a period of ten (10) Business Days after the earlier of (i) the Servicer becoming aware of such default and (ii) receipt by the Servicer of a written notice by the CBC or the Security Trustee requiring the same to be remedied; or
- (b) a material default, including a persistent default or a series of persistent defaults, is made by the Servicer in the performance or observance of any of its other covenants and obligations under this Agreement, which in the opinion of the Security Trustee is materially prejudicial to the interests of the Secured Parties and (except where, in the reasonable opinion of the Security Trustee, such default is incapable of remedy, when no such continuation and/or notice as is hereinafter mentioned will be required) such default continues unremedied for a period of twenty (20) Business Days after the earlier of (i) the Servicer becoming aware of such default and (ii) receipt by the Servicer of written notice from the CBC or the Security Trustee requiring the same to be remedied; or
- (c) the Servicer takes any corporate action or other steps are taken or legal proceedings are started or, to the best of its knowledge, threatened against it for its dissolution (*ontbinding*) and/or liquidation (*vereffening*); or
- (d) the Servicer has taken any corporate action or any steps have been taken or legal proceedings have been instituted or, to the best of its knowledge, threatened against it for its bankruptcy or for the appointment of a receiver or a similar officer of its or any or all of its assets or for any analogous insolvency proceedings under any applicable law or; or
- (e) at any time it becomes unlawful for the Servicer to perform all or a material part of its obligations hereunder; or
- (f) the Servicer is no longer licensed to act as an intermediary (*bemiddelaar*) and offeror (*aanbieder*) of credits under the Wft,

then the Security Trustee or the CBC (with the consent of the Security Trustee) may at once or at any time thereafter while such default continues by notice in writing to the Servicer to which such event relates terminate

this Agreement in respect to the Servicer with effect from a date (not earlier than the date of the notice) specified in the notice with respect to the Servicer. For the avoidance of doubt, in such an event (a) in respect of Achmea Hypotheken Mortgage Loans, Achmea Hypotheken and (b) in respect of Mortgage Loans which are not originated by Achmea Hypotheken, Syntrus Achmea Hypotheekdiensten shall be appointed by the CBC (or the Security Trustee, in the event of a CBC Event of Default) as substitute servicer, provided that (i) such appointment shall be effective not later than the date of termination of the Agreement and (ii) (a) Achmea Hypotheken shall provide the Pool Services in accordance with the provisions of the CBC Master Purchase Agreement in respect of the Achmea Hypotheken Mortgage Loans and (b) Syntrus Achmea Hypotheekdiensten shall enter into an agreement substantially on the terms of this Agreement to provide the Pool Services in respect of the Mortgage Loans which are not originated by Achmea Hypotheken, in each case without prejudice to the right of the CBC to terminate and/or not appoint such party in accordance with the CBC Master Purchase Agreement in respect of Achmea Hypotheken or, with respect to Syntrus Achmea Hypotheekdiensten, and for such purpose interpret this Agreement as if this Agreement would apply *mutatis mutandis* to Syntrus Achmea Hypotheekdiensten as the servicer, in accordance with this Agreement.

- 20.2 On and after termination of its appointment under this Agreement pursuant to Clause 20.1 and 20.5 hereof all authority and power of the Servicer under this Agreement shall terminate and be of no further effect and the Servicer shall not thereafter hold itself out in any way as the agent of the CBC or the Security Trustee.
- 20.3 Upon termination of its appointment under this Agreement pursuant to Clause 20.1 and 20.5 hereof the Servicer shall, to the extent the relevant substitute servicer appointed by the CBC does not have such information available itself, forthwith deliver to the Security Trustee or such person as the Security Trustee shall direct the Loan Files, the Mortgage Deeds, the Borrower Pledges, the Insurance Policies, all books of account, papers, records, registers, correspondence and documents in its possession or under its control relating to the affairs of or belonging to the CBC or the Security Trustee and the relevant Mortgage Loans and any security therefore, any moneys then held by the Servicer on behalf of the CBC and/or the Security Trustee and any other assets of the CBC or the Security Trustee and shall take such further action as the CBC or the Security Trustee may reasonably direct. The Servicer will indemnify the CBC for

all costs resulting from termination of this Agreement pursuant to Clause 20.1 above.

- 20.4 Upon termination of its appointment under this Agreement pursuant to Clause 20.1 and 20.5 hereof, the Security Trustee and the CBC shall notify the Rating Agency and undertake to appoint (a) in respect of Achmea Hypotheken Mortgage Loans, Achmea Hypotheken and (b) in respect of Mortgage Loans which are not originated by Achmea Hypotheken, Syntrus Achmea Hypotheekdiensten as substitute servicer, provided that (a) Achmea Hypotheken shall provide the Pool Services in accordance with the provisions of the CBC Master Purchase Agreement in respect of the Achmea Hypotheken Mortgage Loans and (b) Syntrus Achmea Hypotheekdiensten shall enter into an agreement substantially on the terms of this Agreement to provide the Pool Services in respect of the Mortgage Loans which are not originated by Achmea Hypotheken, in each case without prejudice to the right of the CBC to terminate and/or not appoint such party in accordance with the CBC Master Purchase Agreement in respect of Achmea Hypotheken or, with respect to Syntrus Achmea Hypotheekdiensten, and for such purpose interpret this Agreement as if this Agreement would apply *mutatis mutandis* to Syntrus Achmea Hypotheekdiensten as the servicer, in accordance with this Agreement. Any such substitute servicer must (i) have experience of administrating mortgage loans and mortgages of residential property in the Netherlands and (ii) be licensed to act as an intermediary (*bemiddelaar*) and/or offeror (*aanbieder*) of credits under the Wft. The CBC shall, promptly following the execution of such agreement, pledge its interest in such agreement in favour of the Security Trustee on the terms of the Security Trustee Rights Pledge Agreement, *mutatis mutandis*, to the satisfaction of the Security Trustee. The CBC shall notify the Rating Agency following such appointment.
- 20.5 This Agreement may be terminated upon the expiry of not less than twelve (12) months' notice of termination given by the Servicer to each of the CBC and the Security Trustee, or by the CBC to the Servicer and the Security Trustee, provided that:
- (a) the Security Trustee consents in writing to such termination;
 - (b) a substitute servicer shall be appointed in accordance with Clause 20.4 to perform the Pool Services and such appointment to be effective not later than the date of termination of this Agreement

(and the CBC shall notify the Rating Agency in writing of the identity of such substitute servicer). The Servicer shall not be released from its obligations under this Agreement until such substitute servicer has entered into such new agreement;

- (c) the CBC shall promptly following the execution of such new agreement as referred to under (b), pledge its interest in such agreement in favour of the Security Trustee, on the terms of the Security Trustee Rights Pledge Agreement, *mutatis mutandis*, to the satisfaction of the Security Trustee;
- (d) with respect to the relevant Pool Services, such substitute servicer (i) has experience of administrating mortgage loans and mortgages of residential property in the Netherlands, (ii) is licensed to act as an intermediary (*bemiddelaar*) and offeror (*aanbieder*) of credits under the Wft and (iii) is approved by the Security Trustee; and
- (e) the then current rating assigned to the Covered Bonds by the Rating Agency is not adversely affected as a result of such termination and appointment, unless otherwise agreed by an Extraordinary Resolution.

20.6 The Servicer shall deliver to the CBC, the Security Trustee, each Swap Counterparty (if any) and the Rating Agency as soon as reasonably practicable but in any event within five (5) Business Days of becoming aware thereof a notice of any Servicer Termination Event set forth in Clause 20.1 above or any Event of Default (as defined in Condition 10) or any event which with the giving of notice or lapse of time or certification would constitute the same.

20.7 Termination of the appointment of the Servicer under this Agreement shall be without prejudice to liabilities of the CBC or the Security Trustee due to the Servicer incurred before the date of such termination and vice versa. The Servicer shall have no right of set-off or counterclaim in respect of such amounts against amounts held by it on behalf of or otherwise owed to the CBC.

20.8 This Agreement shall terminate at such time as neither the CBC nor the Security Trustee has any further interest in any of the Mortgage Receivables or, if later, upon discharge of all Secured Liabilities.

- 20.9 On termination of the appointment of the Servicer under the provisions of this Clause, the Servicer shall be entitled to receive all fees and other moneys accrued up to the date of termination but shall not be entitled to any other or further compensation. Such moneys so payable to the Servicer shall be paid by the CBC on the dates on which they would otherwise have fallen due hereunder. For the avoidance of doubt, such termination shall not affect the Servicer's rights to receive payment of all amounts, if any, due to it by the CBC other than under this Agreement.
- 20.10 Any provision of this Agreement which by its terms is intended to continue after termination of the Agreement shall remain in full force and effect notwithstanding termination.

21. SECURITY TRUSTEE

- 21.1 Upon receipt of a notice from the Security Trustee, the Servicer shall be required to act thereafter as Servicer of the Security Trustee in relation to payments to be made by or on behalf of the Security Trustee under the provisions of the Trust Deed, *mutatis mutandis*, on the terms provided in this Agreement (save that the Security Trustee's liability under any provision hereof for the indemnification of the Servicer shall be limited to the amount for the time being received or recovered by the Security Trustee under the Pledge Agreements subject to the priorities of payments set forth in clause 13 and 14 of the Trust Deed) and acting as such the Servicer shall have due regard to the interests of the Secured Parties.
- 21.2 Nothing herein contained shall impose any obligation or liability on the Security Trustee to assume or perform any of the obligations of the CBC or the Servicer hereunder or render it liable for any breach thereof.

22. FURTHER ASSURANCE

- 22.1 The parties hereto agree that they will co-operate fully to do all such further acts and things and execute any further documents as may be necessary or desirable to give full effect to the arrangements contemplated by this Agreement.
- 22.2 Without prejudice to the generality of Clause 22.1 above, the CBC and the Security Trustee shall upon the reasonable request by the Servicer give to such person such further powers of attorney or other written authorisations or mandates and instruments as are necessary to enable the Servicer to

perform, provided that the scope and contents of such powers, authorisations, mandates or instruments shall not contravene the provisions of any of the Transaction Documents.

23. NOTICES

The Security Trustee shall endeavour to contact the Director of the CBC by email as soon as possible after becoming aware of any default in respect of which a notice is to be given pursuant to Clause 20.1 of this Agreement.

24. NO ASSIGNMENT

24.1 Without prejudice to the rights of pledge created under the Security Trustee Rights Pledge Agreement, the CBC may not assign or transfer any of its rights and obligations under this Agreement without the prior written consent of the Security Trustee and the Servicer except in accordance with the Transaction Documents.

24.2 Without prejudice to the rights of pledge created under the Security Trustee Rights Pledge Agreement, the Servicer may not assign or transfer any of its rights and obligations under this Agreement without the prior written consent of the CBC and the Security Trustee except in accordance with the Transaction Documents.

25. NO DISSOLUTION, NO NULLIFICATION

To the extent permitted by law, the parties hereby waive their rights pursuant to Articles 6:265 to 6:272 inclusive of the Dutch Civil Code to dissolve (*ontbinden*), or demand in legal proceedings the dissolution (*ontbinding*) of this Agreement. Furthermore, to the extent permitted by law, the parties hereby waive their rights under Article 6:228 of the Dutch Civil Code to nullify, or demand in legal proceedings the nullification of, this Agreement on the ground of error (*dwaling*).

26. GOVERNING LAW AND JURISDICTION

26.1 This Agreement and any non-contractual obligations arising out of or in connection with this Agreement, including Clause 26.2 hereof, shall be governed by and construed in accordance with the laws of the Netherlands.

26.2 Any disputes arising out of or in connection with this Agreement, including, without limitation, disputes relating to any non-contractual obligations arising out of or in connection with this Agreement, shall be submitted to the exclusive jurisdiction of the competent court in Amsterdam, the Netherlands.

(signature page follows)

SIGNATURES

ACHMEA BANK N.V.

by :
title :

by :
title:

ACHMEA SB COVERED BOND COMPANY B.V.

by :
title :

by :
title:

**STICHTING SECURITY TRUSTEE ACHMEA SB COVERED BOND
COMPANY**

by :
title :

by :
title:

SCHEDULE 1

THE POOL SERVICES

In addition to the Pool Services set out in the body of this Agreement the Servicer shall with respect to the relevant Mortgage Loans:

- (a) bill, collect and record payments on the relevant Mortgage Loans;
- (b) keep records/books of account/documents for the CBC and in relation to the relevant Mortgage Loans, the relevant Mortgage Receivables and the Mortgages;
- (c) keep records for all taxation purposes including VAT;
- (d) administer the relevant Mortgage Loans, the relevant Mortgage Receivables and the Mortgages in accordance with the practice of a reasonable prudent mortgage lender in the Netherlands and the then current foreclosure procedures and do all such things and prepare and send to the Borrowers and/or any other relevant parties all such documents and notices which are incidental thereto, including the co-operation with any retransfer of relevant Mortgage Receivables by the Transferor, to the extent applicable;
- (e) subject to the provisions of this Agreement take all reasonable steps to recover all sums due under or in connection with the relevant Mortgage Loans, including, without limitation, liquidating any security as required and making claims under Life Insurance Policies and Savings Insurance Policies;
- (f) if and to the extent necessary, communicate with the Borrowers;
- (g) following the occurrence of an Assignment Notification Event and, only in case of Achmea Hypotheken Mortgage Receivables, an Achmea Hypotheken Assignment Notification Event and service of a notice on the Borrowers, collect monies relating to the relevant Mortgage Receivables;
- (h) investigate payment delinquencies of the Borrowers;

- (i) take all other action and do all other things which would reasonably be expected from a reasonable prudent lender of Dutch residential mortgages to do in administrating its mortgage receivables;
- (j) assist the independent auditors of the CBC and provide information to them upon reasonable request; and
- (k) take all other action and do all other things which would be reasonable to expect to give effect to the above mentioned activities.

SCHEDULE 2

FORM OF MORTGAGE REPORT

(to be included separately)