

**Press release**

**Achmea Bank signs agreement with NVVK to provide swift support to customers with debt problems**

Tilburg, 19 March 2026 – Achmea Bank today signs the *Amicable Debt Assistance* (“*Minnelijke Schuldhulpverlening*”) agreement with NVVK, the Dutch trade association for debt assistance and social banking. By joining this agreement, Achmea is taking a new step in strengthening the financial resilience of its customers and sustainably resolving problematic debts.

**Why Achmea Bank is joining**

In view of its social responsibility, Achmea Bank considers it essential to offer customers facing financial difficulties quick clarity and peace of mind. The agreement contains arrangements that ensure that people who start a support process with their municipality, do not face additional pressure from progressive collection measures. The agreement also establishes a uniform approach within the banking sector, enabling debt-assistance processes to be handled more efficiently.

Pierre Huurman, Chairman of the Managing Board of Achmea Bank: “For people dealing with debt, peace of mind and clarity are essential. By temporarily suspending collection measures and collaborating more quickly with debt counsellors, we help customers move towards a sustainable solution sooner. This fits with the role we want to fulfil as a bank and as part of Achmea.”

**What the agreement entails**

Under the agreement, Achmea Bank commits to cooperating - provided there are no obstacles to it doing so - with amicable debt arrangements for customers who have requested debt assistance. Once a notification from an NVVK counsellor is received, Achmea Bank temporarily suspends collection and enforcement measures. This gives customers room to work together with the debt counsellor towards an appropriate and sustainable arrangement.

**Collaboration with NVVK**

The arrangements align with the national approach, as coordinated by the Dutch Banking Association. The agreement applies to residual mortgage debts and other non-business debts, such as consumer loans or overdrafts. The uniform working method enables debt counsellors to act more quickly, benefiting both customers and creditors.

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**For further information:**

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**About Achmea Bank**

[Achmea Bank N.V.](#), part of Achmea, offers mortgages, savings products and investment services to retail customers in the Netherlands in close collaboration with Centraal Beheer and Achmea Investment Management. In addition, the bank invests in mortgages provided by third parties. Achmea Bank contributes to Achmea's strategy for Retirement Services by enabling customers to generate income for today and tomorrow, and to live and work carefree.

Achmea Bank holds a banking license and is authorized to provide financial services under the Financial Supervision Act (Wft). Achmea Bank has about € 19 billion of mortgages on its balance sheet and approximately € 10 billion in savings. Subsidiary Syntrus Achmea Hypotheekdiensten B.V. manages the operational activities for the mortgage portfolios of the brands Centraal Beheer, Attens Hypotheken, Syntrus Achmea Hypotheken and Tellius. Together, they represent an outstanding mortgage volume of about € 34 billion. Achmea Bank is based in Tilburg and also has an office in Amsterdam.