

Planned change in de Volksbank's Executive Committee; Marinka van der Meer steps down as Chief Customer Officer

De Volksbank is planning to change the position of Chief Customer Officer (CCO) in the Executive Committee and to rearrange the organisation of the CCO's current duties, powers and responsibilities. In the present set-up the CCO has a wide range of duties with the responsibility for the bank brands, their range of products and services, customer relations and social impact. The present position of CCO thus has both a strong commercial and an extensive operational component. De Volksbank is still considering how to set up the new structure. In the period ahead, the Executive Committee will elaborate the plans and discuss them with relevant stakeholders, after which formal decision-making can take place. The foregoing is subject to the advice of the Works Council.

De Volksbank has recently entered into talks with the present CCO, Marinka van der Meer, about possible changes in the range of duties and responsibilities, and mutually agreed with her that she will lay down her duties as CCO as from 1 July 2024. Marinka van der Meer will remain attached to de Volksbank until 1 January 2025. During that period, she will - in addition to ensuring a proper and smooth handover of duties and responsibilities - provide the Executive Board with advice on the further detailing and elaboration of de Volksbank's distinctive social identity. Marinka was appointed to the Executive Board of de Volksbank as CCO in 2018.

Marinka van der Meer: "Over the past six years, de Volksbank has developed strongly in the areas of customer relationships and social impact, the two pillars of our strategy. De Volksbank's brands are highly appreciated by customers thanks in part to the customer-centric services and our clear social profile. The bank is close to my heart, and I would like to express my thanks to de Volksbank and all colleagues for this great journey."

Gerard van Olphen, Chair of the Supervisory Board: "Over the past years, Marinka worked hard to turn de Volksbank's mission into reality: making a positive impact for customers, society, employees and the shareholder through banking with a human touch. With her passion for customers and her drive to increase the social impact of what we do as a bank, she has made a contribution to de Volksbank's distinctive social profile in the Dutch banking landscape."

Composition of the Executive Committee

With effect from 1 July 2024, the Executive Committee van de Volksbank will consist of six members. Roland Boekhout (CEO), André Haag (CFO), Saskia Hoskens (CRO) are the statutory members. In addition, three non-statutory members serve on the Executive Committee: Jacqueline Touw-Conradi (CPOO), Michel Ruijterman (CIO) and Gwendolyn van Tunen (CFCO).

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ABOUT DE VOLKSBANK N.V.

De Volksbank is the organisation behind SNS, ASN Bank, RegioBank and BLG Wonen and the driving force in the background that develops banking products, processes and systems based on human needs. By banking with a human touch, together we contribute to a financially healthy life for everyone in the Netherlands. ASN Bank encourages sustainable progress, BLG Wonen makes good housing accessible to everyone, RegioBank is committed to quality of life in communities, and SNS has a focus on people. De Volksbank is located in Utrecht, the Netherlands. More information: www.devolksbank.nl.

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