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|-------------------|---|
| B #: | 1413-14 |
| Date: | 08/13/2014 |
| To: | All Participants |
| Category: | Dividends |
| From: | Supervisor, Stock Dividend Department |
| Attention: | Dividend Managers, Cashiers, and Reorganization Managers |
| Subject: | Optional Dividend: TNT EXPRESS N.V. ADRS CUSIP: 87262N109 R/D: 08/07/2014 P/D: 09/02/2014 Rate: \$0.065842 (Approximate) DTC EDS Cut-Off: 08/12/ 2014 8:00 P.M. New York time. (REVISED) |

*****WARNING TIME CRITICAL*****

REVISION: In options 1 and 2 the exchange rate effect date has been changed from August 19, 2014 to August 27, 2014.

Citibank has received notice that the board of management and supervisory board on TNT Express N.V. have announced an interim dividend which will be paid either in cash at a rate of Euro 0.049 less 15% Netherlands Withholding Tax or in a stock distribution. The distribution of the dividend in the new ADR to ADR holders will not be subject to withholding taxes in the Netherlands (the dividend being charged to the Company's "paid-in-capital account"). The conversion rate of the Share dividend to that of the cash dividend will be determined on August 19, 2014, after close of trading on NYSE Euronext Amsterdam Stock Exchange based on the Volume Weighted Average Price ('VWAP') of all TNT Express shares traded on Euronext over the trading period from August 15, 2014 to August 19, 2014. The value of the Share dividend, based on VWAP, will, subject to rounding, be targeted at, but not below 3% above the cash dividend.

Option #1 (Cash): Holders may elect to receive U.S. Dollar equivalent to EUR 0.049 less 15% Netherlands Withholding Tax. If you elect this option, you will receive the U.S. dollar equivalent converted at the dollar/Euro exchange rate in effect on or about August 27, 2014. The net cash rate for this option is approximately USD \$0.042866 per ADR (subject to withholding taxes, and deduction of the fees and expenses of the Depository in accordance with the Deposit Agreement). The cash for this option will incur a preliminary dividend fee of \$0.013100.

Option #2 (Cash): Holders may elect to receive the U.S. Dollar equivalent to EUR 0.049 less 0% Netherlands Withholding Tax. If you elect this option, you will receive the U.S. dollar equivalent converted at the dollar/Euro exchange rate in effect on or about August 27, 2014. The net cash rate for this option is approximately USD \$0.049742 per ADR (subject to the deduction of the fees and expenses of the Depository in accordance with the Deposit Agreement.) This cash for this option will incur a preliminary Tax Relief at Source Processing Fee of \$0.003 and a dividend fee of \$0.013100. (Only U.S. Pensions able to provide documentation may select this option).

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Option #3 (ADR): ADR holders may elect to receive the entire dividend in TNT Express N.V. ADRs. Additional ADRs will not be subject to Netherlands withholding tax. The ratio of the stock dividend to that of the cash dividend will be determined on August 19, 2014 after the close of trading on the Euronext Amsterdam Stock Exchange. Cash in lieu of fractions will not be issued. Deduction of the fees and expenses of the Depository are in accordance with the Deposit Agreement are TBD. This option will incur a \$0.05 ADR Issuance fee.
(DEFAULT)

Participants not responding to the above options prior to 8:00 p.m., New York City time, August 12, 2014, will receive the mandatory option in accordance with Option #3 ADRs.

PARTICIPANTS SHOULD SUBMIT ELECTION INSTRUCTIONS OVER THE PARTICIPANT TERMINAL SYSTEM (PTS) THROUGH THE ELECTIVE DIVIDEND SYSTEM (EDS) FUNCTION.

To confirm record date history and payment information, participants should access the Dividend and Allocation History (DPAL) Menu Option, via the PTS Dividend Announcements Inquiry function (DIVA).

If there are any questions regarding this Important Notice, or the processing of related instructions via EDS, participants should contact DTC's Customer Help Line at (888) 382-2721.

If there are questions regarding these Optional Dividend participants may contact the agent Citibank at (973) 461-7028.

If there are any questions regarding TNT Express N.V. Important Notice accompanying this Important Notice please contact Kasey Harbes Globe Tax at (212)-747-9100.

Important Legal Information: *The Depository Trust Company ("DTC") does not represent or warrant the accuracy, adequacy, timeliness, completeness or fitness for any particular purpose of the information contained in this communication, which is based in part on information obtained from third parties and not independently verified by DTC and which is provided as is. The information contained in this communication is not intended to be a substitute for obtaining tax advice from an appropriate professional advisor. In providing this communication, DTC shall not be liable for (1) any loss resulting directly or indirectly from mistakes, errors, omissions, interruptions, delays or defects in such communication, unless caused directly by gross negligence or willful misconduct on the part of DTC, and (2) any special, consequential, exemplary, incidental or punitive damages. To ensure compliance with Internal Revenue Service Circular 230, you are hereby notified that: (a) any discussion of federal tax issues contained or referred to herein is not intended or written to be used, and cannot be used, for the purpose of avoiding penalties that may be imposed under the Internal Revenue Code; and (b) as a matter of policy, DTC does not provide tax, legal or accounting advice and accordingly, you should consult your own tax, legal and accounting advisor before engaging in any transaction.*

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TNT EXPRESS N.V. has announced a **STOCK / CASH OPTIONAL** dividend. Citibank acts as the Depositary Bank for the company's American Depositary Receipt ("ADR") program.

Participants can use DTC's Elective Dividend System (EDS) function over the Participant Terminal System (PTS) or Tax Relief option on the Participant Browser System (PBS) web site to certify all or a portion of their position entitled to the applicable withholding tax rate. Use of EDS will permit entitlement amounts to be paid through DTC.

STOCK OPTION IS THE DEFAULT OPTION.

On ADR Pay Date, holders electing the **CASH OPTION** will receive this dividend net of the full Netherlands statutory withholding tax of 15% with the possibility to reclaim as outlined in the below Eligibility Matrix.

There is no withholding tax on the **STOCK OPTION**.

| DIVIDEND EVENT DETAILS | |
|-------------------------------------|-------------------|
| COUNTRY OF ISSUANCE | NETHERLANDS |
| ISSUE | TNT EXPRESS N.V. |
| CUSIP# | 87262N109 |
| DEPOSITARY | CITIBANK |
| ADR RECORD DATE | AUGUST 7, 2014 |
| ADR PAY DATE | SEPTEMBER 2, 2014 |
| ADR GROSS DIVIDEND RATE ON PAY DATE | TBA |
| ORD GROSS DIVIDEND RATE ON PAY DATE | €0.049 |
| RATIO | 1 ORD : 1 ADR |
| STATUTORY WHT RATE | 15% |

CHARGES & DEADLINES (CASH OPTION ONLY)

| FILING METHOD | BATCH | PAYMENT METHOD | TRANSFER AGENT SERVICE CHARGE | MINIMUM SERVICE CHARGE PER BENEFICIAL OWNER | FINAL SUBMISSION DEADLINE (ALL TIMES EST) |
|------------------|---------------------------|----------------|-------------------------------|---|---|
| RELIEF AT SOURCE | PAYMENT ON PAY DATE | EDS | \$0.003 per ADR | \$0 | AUGUST 12, 2014 (8PM) |
| QUICK RECLAIM | PRIMARY LONG FORM BATCH | CHECK | \$0.004 per ADR | \$25 | SEPTEMBER 30, 2014 (8PM) |
| LONG FORM | POST-EDS PROCESS; ONGOING | CHECK | \$0.004 per ADR | \$25 | OCTOBER 31, 2019 (8PM) |

RELIEF AT SOURCE (“EDS”) ELIGIBILITY MATRIX CASH OPTION ONLY

| RATE DESCRIPTION | RECLAIM RATE | ELIGIBLE RESIDENTS | DOCUMENTATION REQUIRED |
|---|--------------|---|--|
| EXEMPT - 0% RELIEF AT SOURCE | 15% | US ARTICLE 35 - PENSIONS and IRAs under 401(a), 401(k), 457(b), 403(b), 408, 408(a), 501(a) | ESP SUBMISSION (<i>SELECT RELIEF AT SOURCE OPTION</i>) OR COVER LETTER (EXHIBIT A) & IRS FORM 6166 (MUST BE FOR 2014) |

PARTICIPATING IN RELIEF AT SOURCE IS WHOLLY VOLUNTARY AND DISCRETIONARY, HOWEVER, IT IS THE ONLY WAY TO OBTAIN THE REDUCED WITHHOLDING TAX RATE ON THE PAYABLE DATE.

ELIGIBILITY MATRIX CASH OPTION ONLY

| RATE DESCRIPTION | RECLAIM RATE | ELIGIBLE RESIDENTS | DOCUMENTATION REQUIRED |
|--|--------------|---|--|
| UNFAVORABLE - 15% | 0% | Non-Treaty Countries | NONE |
| FAVORABLE - 10% POST-PAY DATE LONG-FORM ONLY | 5% | Azerbaijan, Bahrain, China, Czech Republic, Hong Kong, India, Indonesia, Kuwait, Oman, Portugal, Qatar, Romania, Saudi Arabia, Slovak Republic, South Africa, Taiwan, United Arab Emirates, Venezuela | IB 92 UNIVERSEEL & CLIENT LISTING |
| FAVORABLE - 10% POST-PAY DATE LONG-FORM ONLY | 5% | Ghana, Japan, United Kingdom | IB 93 UNIVERSEEL & CLIENT LISTING |
| EXEMPT - 0% POST PAY-DATE | 15% | U.S. ARTICLE 36—CHARITIES under 501(a), 501(c)(3), 509(a)(1), 509(a)(2), 509(a)(3), 17-(b) | ESP SUBMISSION / CLIENT LISTING |
| EXEMPT - 0% POST-PAY DATE | 15% | U.S. ARTICLE 35 - PENSIONS and IRAs under 401(a), 401(k), 457(b), 403(b), 408, 408(a), 501(a) | ESP SUBMISSION / CLIENT LISTING |
| EXEMPT - 0% (FOREIGN TAX EXEMPT) POST-PAY DATE LONG-FORM ONLY | 15% | Any entity domiciled in a state in which it is not subject to tax on profits, as long as that state has an Exchange of Tax Information Agreement in place with the Netherlands, & that entity would not be subject to profits tax in the Netherlands if it were based there-in. | CERTIFICATE OF RESIDENCY, ARTICLES OF ASSOCIATION, & DIV 16 “Refund for foreign bodies with exemption from profits tax” |

| DESCRIPTION OF VARIOUS DOCUMENTATION | | | |
|--------------------------------------|--|--|--|
| DOCUMENT NAME | DESCRIPTION | ORIGINAL / COPY | SIGNATURE REQUIREMENT |
| IRS FORM 6166 | ISSUED BY THE INTERNAL REVENUE SERVICE, STATING THE NAME AND TAX PAYER IDENTIFICATION NUMBER OF THE BENEFICIAL OWNER. IT MUST BE FOR THE CURRENT TAX YEAR. | ORIGINAL PREFERRED / COPY ACCEPTED | IRS REPRESENTATIVE |
| IB 92 UNIVERSEEL | DUTCH TAX FORM REQUIRED FOR ANY BENEFICIAL OWNER, DOMICILED IN NON-REMITTANCE-BASED JURISDICTIONS, ATTEMPTING TO RECLAIM THE 5% ENTITLEMENT; THIS FORM MUST BE CERTIFIED BY THE BENEFICIAL OWNER'S LOCAL TAX OFFICE. | ORIGINAL | BENEFICIAL OWNER & MUST BEAR THE STAMP OF LOCAL TAX AUTHORITY |
| IB 93 UNIVERSEEL | DUTCH TAX FORM REQUIRED FOR ANY BENEFICIAL OWNER, DOMICILED IN REMITTANCE-BASED JURISDICTIONS, ATTEMPTING TO RECLAIM THE 5% ENTITLEMENT; THIS FORM MUST BE CERTIFIED BY THE BENEFICIAL OWNER'S LOCAL TAX OFFICE. | ORIGINAL | BENEFICIAL OWNER & MUST BEAR THE STAMP OF LOCAL TAX AUTHORITY |
| DIV 16 | THIS FORM IS USED TO APPLY FOR A "REFUND FOR FOREIGN BODIES NOT SUBJECT TO ANY TAX ON PROFITS." (SEE ELIGIBILITY MATRIX) | ORIGINAL | BENEFICIAL OWNER |
| COVER LETTER (EXHIBIT A) | <p>A LISTING OF THE BENEFICIAL OWNERS NAMES, TAXPAYER ID NUMBERS, NUMBER OF SHARES, AND ENTITY TYPE (CHARITY OR PENSION).</p> <p>THE CLIENT LISTING IS PROVIDED TO CITIBANK / GLOBETAX, BY THE PARTICIPANT, EITHER THROUGH ESP SUBMISSION, OR THROUGH TRADITIONAL HARD COPY RECLAIM REQUEST LETTER.</p> <p>IF NOT SUBMITTING YOUR CLAIM VIA ESP, PLEASE CONTACT DUTCHESP@GLOBETAX.COM TO PROCURE A RECLAIM REQUEST LETTER TEMPLATE.</p> | ORIGINAL | DTC PARTICIPANT |
| ARTICLES OF ASSOCIATION | A DOCUMENT SPECIFYING THE REGULATIONS FOR THE OPERATIONS OF A LEGAL ENTITY. THE ARTICLES OF ASSOCIATION DEFINE THE ENTITY'S PURPOSE, ORGANIZATIONAL STRUCTURE, AND HOW FINANCIAL RECORDS ARE MAINTAINED. | COPY ACCEPTED | PROVIDED BY BENEFICIAL OWNER |

| CONTACT DETAILS | |
|-----------------------|--|
| PRIMARY CONTACT | KASEY HARBES |
| DOMESTIC PHONE (U.S.) | 1-800-628-4646 |
| DOMESTIC FAX (U.S.) | 1-800-633-4646 |
| INTERNATIONAL PHONE | 1-212-747-9100 |
| INTERNATIONAL FAX | 1-212-747-0029 |
| EMAIL ADDRESS | DutchESP@GLOBETAX.COM |
| COMPANY | CITIBANK / GLOBETAX |
| STREET ADDRESS | 90 BROAD STREET 16 TH FLOOR |
| CITY/STATE/ZIP | NEW YORK, NY 10004 |
| ADDITIONAL CONTACTS | STEPHANIE URUGUTIA |
| | JENNY LIN |

ESP Electronic Submission Portal

powered by **GLOBETAX**

Citibank, offers ESP powered by GlobeTax, a paperless withholding tax reclaim process, for Exempt Organizations (qualified under Article 36 of the Tax Convention) and Exempt Pension Trusts (qualified under Article 35 of the Tax Convention) to participants holding ADRs and New York Shares.

These claims should be submitted through the following website (Requires a one-time registration): <https://esp.globetax.com>

Please contact Ms. Kasey Harbes at 1-800-628-4646 or via email at DUTCHESP@GLOBETAX.COM if you have any questions about this process.

PLEASE NOTE:

WHEN SUBMITTING **RELIEF AT SOURCE** CLAIMS THROUGH ESP,
YOU MUST SELECT THE RELIEF AT SOURCE OPTION
 AND SUBMIT ALL APPROPRIATE DOCUMENTATION BY THE DEADLINE SET FORTH IN THIS
 IMPORTANT NOTICE.

**CLAIMS SUBMITTED BY ESP, SELECTING OPTIONS OTHER THAN RELIEF
 AT SOURCE, WILL NOT BE CONSIDERED FOR RELIEF AT SOURCE.**

FREQUENTLY ASKED QUESTIONS (FAQs)

GENERAL QUESTIONS

| QUESTION | ANSWER |
|---|--|
| DO I NEED TO SUBMIT A SPLIT-LETTER? | NO. YOUR EDS ELECTIONS WILL BE USED IN PLACE OF THE TRADITIONAL "SPLIT-LETTER." |
| WILL I RECEIVE A DECLARATION IN LIEU OF DIVIDEND NOTE ("DLD" or "CERT") FOR MY ARTICLE 35 PENSIONS OR ARTICLE 36 CHARITIES? | NO, GOING FORWARD, ALL DECLARATION IN LIEU OF DIVIDEND NOTES WILL BE MAINTAINED BY THE TRANSFER AGENT, TO BE RELEASED ONLY UPON WRITTEN REQUEST BY THE PARTICIPANT. |
| AM I REQUIRED TO FILE THROUGH ESP? | NO, YOU MAY SUBMIT A TRADITIONAL CLAIM THROUGH THE MAIL IF YOU CANNOT SUBMIT CLIENT DATA THROUGH ESP. WE STRONGLY SUGGEST LOGGING IN TO ESP TO DOWNLOAD THE TEMPLATE PROVIDED WHEN PREPARING YOUR CLAIM, REGARDLESS OF YOUR ULTIMATE SUBMISSION METHOD. |
| IS THERE ANY CASE IN WHICH A U.S. RESIDENT 401(a), 401(K), 457(b), 403(b), IRA, ROTH IRA, EMPLOYEE PENSION PLANS OR SIMPLE RETIREMENT ACCOUNT WOULD NOT QUALIFY FOR TREATY BENEFITS UNDER ARTICLE 35 OF THE TREATY BETWEEN THE US AND THE NETHERLANDS FOR THE AVOIDANCE OF DOUBLE TAXATION? | YES, FOR INSTANCE, THESE ACCOUNT TYPES WILL NOT BE CONSIDERED ELIGIBLE FOR TREATY BENEFITS UNDER ARTICLE 35 OF THE TREATY BETWEEN THE US AND THE NETHERLANDS FOR THE AVOIDANCE OF DOUBLE TAXATION IN ANY TAXABLE YEAR IF LESS THAN 70% OF THE TOTAL AMOUNT OF WITHDRAWALS FROM SUCH U.S. TRUST DURING THAT YEAR IS USED TO PROVIDE PENSION, RETIREMENT OR OTHER EMPLOYEE BENEFITS AS MEANT IN ARTICLE 35 OF THE ABOVE MENTIONED TREATY. |

RELIEF AT SOURCE QUESTIONS

| QUESTION | ANSWER |
|--|---|
| IS THE RELIEF AT SOURCE PROCESS FREE OF CHARGE? | NO. THIS TAX RELIEF AT SOURCE ASSISTANCE SERVICE IS WHOLLY VOLUNTARY AND DISCRETIONARY AND OUTSIDE THE TERMS AND CONDITIONS OF ANY APPLICABLE DEPOSIT AGREEMENT. FEES WILL BE CHARGED FOR THIS SERVICE OF UP TO \$0.003 PER DEPOSITARY SHARE WITH NO MINIMUM, AND ANY OTHER CHARGES, FEES OR EXPENSES PAYABLE BY OR DUE TO CITIBANK OR ITS AGENTS, INCLUDING THE CUSTODIAN OR TO TAX AUTHORITIES OR REGULATORS. FEES PAID TO CITIBANK MAY BE SHARED WITH ITS AGENTS. |
| IS THE PROCESS FOR TAX RELIEF OFFERED BY CITIBANK AN OPTIONAL PROCESS? | YES, THIS IS A DISCRETIONARY, OPTIONAL SERVICE. |

FREQUENTLY ASKED QUESTIONS (FAQs)

RELIEF AT SOURCE QUESTIONS - CONTINUED

| QUESTION | ANSWER |
|---|---|
| DO I NEED TO PHYSICALLY SEND ANY DOCUMENTS TO CITIBANK IN ORDER TO PARTICIPATE IN THE RELIEF AT SOURCE PROCESS? | YES , IN ADDITION TO SUBMISSION OF THE CLIENT LISTING, YOU MUST PROVIDE AN IRS FORM 6166 (CURRENT TAX YEAR) OR DUTCH QUALIFICATION LETTER FOR EACH BENEFICIAL OWNER. |
| WILL I BE PAID THROUGH DTC FOR CLAIMS SUBMITTED THROUGH THE RELIEF AT SOURCE PROCESS? | YES. |
| WILL A "DUTCH QUALIFICATION LETTER" SUFFICE IN LIEU OF A CURRENT YEAR IRS FORM 6166? | NO , AS OF JANUARY 1, 2013 THE DUTCH TAX AUTHORITY NO LONGER ACCEPTS THE DUTCH QUALIFICATION LETTER AS A MEANS OF PROVING EXEMPTION. |
| MY CLIENT IS UNABLE TO PROVIDE THE REQUIRED DOCUMENTATION BY THE RELIEF AT SOURCE DEADLINE. MAY I STILL SUBMIT THE CLAIM THROUGH ESP? | YES , YOU MAY EITHER PARTICIPATE IN THE QUICK REFUND OR ON-GOING LONG FORM PROCESSES, WITHIN THE STATUTE OF LIMITATIONS. |
| ONCE I SUBMIT A RELIEF AT SOURCE CLAIM, HOW LONG WILL IT TAKE TO BE PAID? | RELIEF AT SOURCE CLAIMS ARE PAID ON PAY DATE, THROUGH DTC. |

QUICK REFUND QUESTIONS

| QUESTION | ANSWER |
|---|---|
| DO I NEED TO PHYSICALLY SEND ANY DOCUMENTS TO CITIBANK IN ORDER TO PARTICIPATE IN THE QUICK REFUND PROCESS? | NO , YOU MUST ONLY PROVIDE THE BENEFICIAL OWNER BREAKDOWN VIA ESP. |
| WILL I BE PAID THROUGH DTC FOR CLAIMS SUBMITTED THROUGH THE QUICK REFUND PROCESS? | YES. |
| ONCE I SUBMIT A QUICK REFUND CLAIM VIA ESP, HOW LONG WILL IT TAKE TO BE PAID? | WE ESTIMATE PAYMENT WITHIN APPROXIMATELY 8 TO 10 WEEKS OF PAY DATE. |
| DOES THE QUICK REFUND PROCESS HAVE A MINIMUM POSITION PER BENEFICIAL OWNER REQUIREMENT? | ANY CLAIM FOR BENEFICIAL OWNERS HOLDING LESS THAN 5,000 ADRS WILL BE AUTOMATICALLY HELD AND SUBSEQUENTLY FILED VIA THE TRADITIONAL LONG FORM PROCESS. |

FREQUENTLY ASKED QUESTIONS (FAQs)

QUICK REFUND QUESTIONS - CONTINUED

| QUESTION | ANSWER |
|---|--|
| IS THE QUICK REFUND PROCESS FREE OF CHARGE? | NO. THIS TAX RECLAIM ASSISTANCE SERVICE IS WHOLLY VOLUNTARY AND DISCRETIONARY AND OUTSIDE THE TERMS AND CONDITIONS OF ANY APPLICABLE DEPOSIT AGREEMENT. QUICK REFUND APPLICATIONS RECEIVED POST DEADLINE WILL BE REJECTED. FEES WILL BE CHARGED FOR THIS ASSISTANCE SERVICE OF UP TO \$0.004 PER ADR FOR QUICK REFUND WITH A MINIMUM OF \$25.00, AND ANY OTHER CHARGES, FEES OR EXPENSES PAYABLE BY OR DUE TO CITIBANK OR ITS AGENTS, INCLUDING THE CUSTODIAN OR TO TAX AUTHORITIES OR REGULATORS. FEES PAID TO CITIBANK MAY BE SHARED WITH ITS AGENTS. |
| IS THE QUICK REFUND PROCESS FOR TAX RELIEF OFFERED BY CITIBANK AN OPTIONAL PROCESS? | YES, THIS IS A DISCRETIONARY, OPTIONAL SERVICE. |

LONG FORM QUESTIONS

| QUESTION | ANSWER |
|--|---|
| HOW LONG DOES IT TAKE FOR PAYMENT ON LONG FORM CLAIMS? | APPROXIMATELY 4-6 MONTHS. |
| DOES THE LONG FORM PROCESS HAVE A MINIMUM POSITION REQUIREMENT PER BENEFICIAL OWNER? | NO, ALL CLAIMS WILL BE PROCESSED THOUGH THERE IS A MINIMUM FEE OF \$25 PER BENEFICIAL OWNER. |
| WHAT WILL THE FEE BE IF A BENEFICIAL OWNER'S CLAIM IS FOR LESS THAN \$50? | CITIBANK IS WILLING TO WAIVE THE \$25 MINIMUM ON AN EXCEPTIONAL BASIS IN FAVOR OF A SPLIT OF THE RECLAIMED FUNDS OF 50/50 FOR ANY BENEFICIAL OWNER RECLAIMING LESS THAN \$50. |
| WILL I BE PAID THROUGH DTC FOR CLAIMS SUBMITTED THROUGH THE LONG FORM PROCESS? | NO, YOU WILL BE PAID BY CHECK. |
| WILL CITIBANK ACCEPT CLAIMS FILED DIRECTLY TO THEM BY BENEFICIAL OWNERS? | CITIBANK ONLY ACCEPTS CLAIMS FILED BY THE DTC PARTICIPANT WHO HELD THE SECURITIES THROUGH DTC AND ONLY TO THE EXTENT THAT DTC HAS REPORTED THESE HOLDINGS TO US AS VALID. |

FREQUENTLY ASKED QUESTIONS (FAQs)

LONG FORM (CONTINUED)

| QUESTION | ANSWER |
|---|--|
| IS THE LONG FORM PROCESS FREE OF CHARGE? | NO. THIS TAX RECLAIM ASSISTANCE SERVICE IS WHOLLY VOLUNTARY AND DISCRETIONARY AND OUTSIDE THE TERMS AND CONDITIONS OF ANY APPLICABLE DEPOSIT AGREEMENT. FEES WILL BE CHARGED FOR THIS ASSISTANCE SERVICE OF UP TO \$0.004 PER ADR FOR STANDARD LONG FORM RECLAIMS WITH A MINIMUM OF \$25.00. RECLAIMS RECEIVED POST DEADLINE CANNOT BE ASSURED AND MAY BE SUBJECT TO A PER BENEFICIARY FEE AS WELL AS OTHER CHARGES, FEES OR EXPENSES PAYABLE BY OR DUE TO CITIBANK OR ITS AGENTS, INCLUDING THE CUSTODIAN OR TAX AUTHORITIES. IN ADDITION, CHARGES MAY APPLY TO ANY LONG FORM CLAIMS REJECTED OR NOT ACCEPTED BY THE CUSTODIAN. FEES PAID TO CITIBANK MAY BE SHARED WITH ITS AGENTS. |
| IS THIS LONG FORM PROCESS FOR TAX RELIEF OFFERED BY CITIBANK AN OPTIONAL PROCESS? | YES, THIS IS A DISCRETIONARY, OPTIONAL SERVICE. |

DISCLAIMER

All Post-Electronic Reclaims filing Long-Form:

U.S. residents and non-U.S. residents who have missed the Relief at Source and Quick Reclaim Process deadlines may file for a “long-form” refund by submitting a claim via either ESP or traditional methods to Citibank / GlobeTax prior to the expiry of the right to claim. Based on their county, that period generally expires five (5) years from the end of the year in which the dividend was paid in the local market. Claims received after the long form deadline will be filed on a best effort basis at the discretion of Citibank / GlobeTax.

All tax information contained in this Important Notice is based on a good faith compilation of information obtained from multiple sources. The information is subject to change. Actual deadlines frequently vary from the statutory deadlines because of local market conditions and advanced deadlines set by local agents. To mitigate risk it is strongly advised that DTC Participants file their claims as soon as possible as the depository and/or their agents will not be liable for claims filed less than six months before the specified deadline. In the event that local market rules, whether implemented by a local agent or a Tax Authority, conflict with the information provided in the important notice, either prior to or after publication, the local market rules will prevail.

EXHIBIT A — COVER LETTER *(Please place on your Company Letterhead)*

Tax Relief Request Form

ISSUE: TNT EXPRESS N.V.
CUSIP: 87262N109
RECORD DATE: August 7, 2014
PAYDATE: September 2, 2014

| <u>Full Beneficial Owner Name</u> | <u>Shares Held</u> | <u>Tax Payer I. D. #</u> | <u>Reclaim %</u> |
|-----------------------------------|--------------------|--------------------------|------------------|
|-----------------------------------|--------------------|--------------------------|------------------|

1.

Total Shares: _____

Please include a disk if there are more than 5 beneficial owners.

We ask that GlobeTax, file these withholding tax relief requests for the above-mentioned beneficial owner(s). Please contact the undersigned should you have any questions.

INDEMNIFICATION

I/We have determined that the beneficial owner(s) of the shares (individual or legal entity) is eligible for the preferential rates as stated herein and I declare that I have performed all the necessary due diligence to satisfy myself as to the accuracy of the information submitted to me by these beneficial owners.

I/ We hereby certify that I/We will indemnify Citibank, N.A., (and its agents) for any liability Citibank, N.A. may incur as a result of reliance upon information provided by such Participant in connection with an EDS election, a claim for refund, or a failure to provide information requested by the Dutch Tax Authorities. Citibank, N.A. shall not be liable for failure to secure the refund. The Participant shall be liable for any loss due to foreign exchange fluctuation. The Participant agrees to immediately return to Citibank, N.A. any funds erroneously received as a result of an improper EDS election or refund claim. In addition, The Participant agrees to pay any interest, additions to tax or penalties thereon. This is not tax advice. Please consult your tax advisor.

Sincerely,

Title:

Address:

DTC Participant #:

Completed claims should be sent to:

GlobeTax
90 Broad Street – 16th Floor
NY, NY 10004
ATTN: Dutch Reclaims