



B #:	11346-19
Date:	May 24, 2019
To:	All Participants
Category:	Dividends
From:	International Services
Attention:	Operations, Reorg & Dividend Managers, Partners & Cashiers
Subject:	<u>Tax Relief Country:</u> Austria <u>Issuer:</u> ERSTE GROUP BANK <u>CUSIP:</u> 296036304 <u>Record Date:</u> 05/21/2019 <u>Payable Date:</u> 06/03/2019

NO DTC TAX RELIEF SERVICES

DTCC received a notice from Goal. For more information, please continue to the next page.

Questions regarding this Important Notice may be directed to Goal via email at ADRoitregistration@goalgroup.com

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.

DTCC offers enhanced access to all important notices via a Web-based subscription service. The notification system leverages RSS Newsfeeds, providing significant benefits including real-time updates and customizable delivery. To learn more and to set up your own DTCC RSS alerts, visit http://www.dtcc.com/subscription_form.php.



BNY MELLON



BNY Mellon, as DR depository gives notice with respect to an upcoming cash dividend payment for **ERSTE GROUP BANK**. DR holders of shares in ERSTE GROUP BANK as at DR Record Date are eligible to receive the dividend payment and may be entitled to a reduced rate of withholding tax as described in the below notice. Qualifying shareholders' who are resident in a country where a Double Taxation Agreement exists between their country of residence and Austria may apply for a refund by the Long Form Reclaim process.

BNY Mellon has appointed Goal Global Recoveries Inc. (as tax agent) to support holders of the DR by providing assistance in obtaining tax relief services.

The dividend payment will be paid net of the default Austrian statutory withholding tax rate of 27.5% and eligible holders will have the opportunity to make a reclaim by utilizing the standard long form process.

Participants utilizing this service agree to the Agreements, Fees, Representations and Indemnification as stated below.

DIVIDEND EVENT DETAILS

NAME OF ISSUER	ERSTE GROUP BANK
COUNTRY OF ISSUANCE	AUSTRIA
DR PROGRAM TYPE	SPONSORED
DEPOSITARY	BNY MELLON
CUSIP	296036304
RATIO (ORD : DR)	1 ORD : 2 DRs
DR RECORD DATE	21 MAY 2019
DR PAYMENT DATE	03 JUN 2019
ORD GROSS DIVIDEND RATE (Approx.)	EUR 1.40
DR GROSS DIVIDEND RATE (Approx.)	USD 0.78071
STATUTORY WITHHOLDING TAX RATE	27.5%
METHODS OF RECLAIM FILING AVAILABLE	LONG FORM RECLAIM

LONG FORM RECLAIMS

GOAL ADRoit OPENS FOR LONG FORM RECLAIM	22 MAY 2019
GOAL ADRoit DEADLINE FOR SUBMISSION BY LONG FORM RECLAIM	28 JUNE 2024

DOCUMENTATION SUBMISSION DEADLINES

ORIGINAL LONG FORM RECLAIM DOCUMENTATION	28 JUNE 2024 – 5.00PM (EST)
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GOAL ADMINISTRATION FEE SCHEDULE AND PAYMENT METHOD

FILING METHOD	PAYMENT METHOD	TAX RELIEF FEE	MINIMUM FEE PER BENEFICIAL OWNER	MINIMUM DR POSITION
LONG FORM RECLAIM	ACH	UP TO \$0.0075 PER DR	\$25	380 DRS

Agreements, Fees, Representations and Indemnification from Participants and Beneficial Owners

This tax relief assistance service is wholly voluntary and discretionary, and outside the terms and conditions of any applicable deposit agreement. BNY Mellon undertakes no duty or obligation to provide this service, and may reject or decline any or all proposed electing participants or holders in its sole discretion. We hereby accept and agree to pay the fees of BNY Mellon of up to \$0.0075 for Long Form (with a minimum of \$25) and any other charges, fees or expenses payable by or due to BNY Mellon or its agents, including any custodian, in connection with the tax reclaim process, or to tax authorities or regulators (which fees, charges or expenses may be deducted from the dividend or any other distribution or by billing or otherwise in BNY Mellon's discretion). We hereby agree that any such fees, charges or expenses may be due and payable whether or not a successful reduction in rate or reclamation is obtained. We hereby acknowledge that fees paid to BNY Mellon may be shared with its agents and affiliates.

We hereby agree in addition to statutory and documentation requirements, and the deduction of fees, tax relief benefits will be subject to review and approval, and potential audits by the applicable custodian and applicable tax regulators, and that BNY Mellon is not providing any legal, tax, accounting or other professional advice on these matters and has expressly disclaimed any liability whatsoever for any loss howsoever arising from or in reliance hereto. Participants and/or investors should seek advice based upon their own particular circumstances from an independent tax advisor.

We certify to the best of our knowledge that each of the beneficial owners identified are eligible for the preferential rates as stated and we declare that we have performed all the necessary due diligence to satisfy ourselves as to the accuracy of the information submitted to us by these beneficial owners. Furthermore, in the event of an audit we agree to provide any and all documentation required by the respective Tax Authority.

We will be fully liable for any and all claims, penalties and / or interest, including without limitation, any foreign exchange fluctuations associated therewith. BNY Mellon shall not be liable for the failure to secure any tax relief. We expressly agree that BNY Mellon and its agents or affiliates shall not have any liability for, and we shall indemnify, defend and hold each of BNY Mellon and its agents and affiliates harmless from and against, any and all loss, liability, damage, judgment, settlement, fine, penalty, demand, claim, cost or expense (including without limitation fees and expenses of defending itself or enforcing this agreement) arising out of or in connection herewith.

IMPORTANT UPDATE: NEW PROCEDURE FOR RECLAIMING WITHHOLDING TAX ON DIVIDENDS **EFFECTIVE JANUARY 1, 2019**

A NEW TWO-STEP PROCEDURE IS APPLICABLE TO ALL REFUND REQUESTS FILED AS OF JANUARY 1, 2019. A PRELIMINARY NOTIFICATION MUST BE FILED WITH THE AUSTRIAN TAX AUTHORITY VIA A WEB-FORM PRIOR TO SUBMISSION OF THE ACTUAL REFUND REQUEST. THIS PRELIMINARY NOTIFICATION IS ADMISSIBLE IN THE YEAR FOLLOWING THE YEAR IN WHICH THE WITHHOLDING TAX WAS WITHHELD (NOT EARLIER) OR SUBSEQUENT YEARS (SUBJECT TO THE STATUTE OF LIMITATIONS).

STEP 1: THE RELEVANT WEB-FORM "DIAG" FOR DIVIDENDS MUST BE COMPLETED AND TRANSMITTED ELECTRONICALLY VIA THE ONLINE PORTAL AND INCLUDES THE SAME INFORMATION AS THE PREVIOUS FORM "ZS-RE1" AND "ZS-RE1A". THE COMPLETED FORM AND THE CONFIRMATION OF FILING (INCLUDING THE TRANSACTION NUMBER) MUST BE PRINTED AND SIGNED BY THE CLAIMANT. THE CERTIFICATE OF RESIDENCE (COR) ALSO REQUIRES CONFIRMATION BY THE FOREIGN TAX ADMINISTRATION ON THE PRINTED FORM.

STEP 2: THE SUBSEQUENT FINAL CLAIM (SIGNED WEB-FORM INCLUDING THE COR AND ALL NECESSARY DOCUMENTATION) HAS TO BE FILED VIA REGISTERED MAIL WITHIN THE FIVE-YEAR STATUTE OF LIMITATIONS. THE APPLICANT WILL RECEIVE AN INDIVIDUAL WITHHOLDING TAX ID NUMBER WHEN FILING THE FIRST WITHHOLDING TAX REFUND REQUEST VIA THE WEB-FORM, AND WHICH MUST BE INCLUDED IN ALL FUTURE RECLAIMS.

ELIGIBILITY MATRIX – LONG FORM RECLAIM			
RATE DESCRIPTION	RECLAIM RATE	ELIGIBLE RESIDENTS	DOCUMENTATION REQUIRED
UNFAVORABLE – 27.5%	0%	NON-TREATY COUNTRIES	N/A
EXEMPT – 0%	27.50%	PENSIONS – EU, JAPAN	1. APPENDIX A – COVER LETTER 2. POWER OF ATTORNEY 3. LIMITED POWER OF ATTORNEY 4. CERTIFICATE OF TAX RESIDENCY 5. FORM DIAG
		BAHRAIN KUWAIT QATAR UNITED ARAB EMIRATES	6. CERTIFICATE OF DIVIDEND PAYMENT 7. BENEFICIAL OWNER TRADE TRANSACTIONS 8. CA WEB/DIVA SCREENSHOT
FAVORABLE – 5%	22.5%	BULGARIA ROMANIA SAUDI ARABIA	1. APPENDIX A – COVER LETTER 2. POWER OF ATTORNEY 3. LIMITED POWER OF ATTORNEY 4. CERTIFICATE OF TAX RESIDENCY 5. FORM DIAG 6. CERTIFICATE OF DIVIDEND PAYMENT 7. BENEFICIAL OWNER TRADE TRANSACTIONS 8. CA WEB/DIVA SCREENSHOT
FAVORABLE – 10%	17.5%	BOSNIA & HERZEGOVINA, CHINA, CYPRUS CZECH REPUBLIC, EGYPT, FAROE ISLANDS FINLAND, GEORGIA, HONG KONG, HUNGARY INDIA, IRAN, IRELAND, ISRAEL, JAPAN, LATVIA, MALAYSIA, MEXICO, MONGOLIA, MONTENEGRO, MOROCCO, SINGAPORE, SLOVAK REPUBLIC, SWEDEN, TAIWAN, TAJIKISTAN, UKRAINE	1. APPENDIX A – COVER LETTER 2. POWER OF ATTORNEY 3. LIMITED POWER OF ATTORNEY 4. CERTIFICATE OF TAX RESIDENCY 5. FORM DIAG 6. CERTIFICATE OF DIVIDEND PAYMENT 7. BENEFICIAL OWNER TRADE TRANSACTIONS 8. CA WEB/DIVA SCREENSHOT
FAVORABLE – 15%	12.5%	UNITED STATES	1. APPENDIX A – COVER LETTER 2. POWER OF ATTORNEY 3. LIMITED POWER OF ATTORNEY 4. IRS FORM 6166 5. FORM DIAG 6. CERTIFICATE OF DIVIDEND PAYMENT 7. BENEFICIAL OWNER TRADE TRANSACTIONS 8. CA WEB/DIVA SCREENSHOT
FAVORABLE – 15%	12.5%	ALBANIA, ALGERIA, ARMENIA, AUSTRALIA, AZERBAIAN, BARBADOS, BELARUS, BELGIUM, BELIZE, BRAZIL, CANADA, CHILE, CROATIA, CUBA, DENMARK, ESTONIA, FRANCE, GERMANY, GREECE, ICELAND, INDONESIA, ITALY, KAZAKHSTAN, KOSOVO, KYRGYZSTAN, LIECHTENSTEIN, LITHUANIA, LUXEMBOURG, MALTA, MOLDOVA, NEPAL, NETHERLANDS, NEW ZEALAND, NORTH MACEDONIA, NORWAY, PAKISTAN, POLAND, PORTUGAL, RUSSIAN FEDERATION, SAN MARINO, SERBIA, SLOVENIA, SOUTH AFRICA, SOUTH KOREA, SPAIN, SWITZERLAND, TURKEY, TURKMENISTAN, UNITED KINGDOM, UZBEKISTAN, VENEZUELA, VIETNAM	1. APPENDIX A – COVER LETTER 2. POWER OF ATTORNEY 3. LIMITED POWER OF ATTORNEY 4. CERTIFICATE OF TAX RESIDENCY 5. FORM DIAG 6. CERTIFICATE OF DIVIDEND PAYMENT 7. BENEFICIAL OWNER TRADE TRANSACTIONS 8. CA WEB/DIVA SCREENSHOT
FAVORABLE – 20%	7.5%	TUNISIA	1. APPENDIX A – COVER LETTER 2. POWER OF ATTORNEY 3. LIMITED POWER OF ATTORNEY 4. CERTIFICATE OF RESIDENCY 5. FORM DIAG 6. CERTIFICATE OF DIVIDEND PAYMENT 7. BENEFICIAL OWNER TRADE TRANSACTIONS 8. CA WEB/DIVA SCREENSHOT
FAVORABLE – 25%	2.5%	PHILIPPINES	1. APPENDIX A – COVER LETTER 2. POWER OF ATTORNEY 3. LIMITED POWER OF ATTORNEY 4. CERTIFICATE OF RESIDENCY 5. FORM DIAG 6. CERTIFICATE OF DIVIDEND PAYMENT 7. BENEFICIAL OWNER TRADE TRANSACTIONS 8. CA WEB/DIVA SCREENSHOT

TAX DOCUMENTATION REQUIREMENTS FOR LONG FORM RECLAIM

DOCUMENT REQUIRED	PURPOSE OF DOCUMENT	SIGNATURES	DOCUMENT GENERATION	INVESTOR TYPES
Signed Cover Letter – Appendix A - ORIGINAL	The Cover Letter notifies the depository of the relevant beneficial owners and claim details – required for Audit purposes	DTCC Participant	Generated by the Goal ADROit system	ALL beneficiaries claiming under a Double Taxation Treaty
Power of Attorney – Appendix D - ORIGINAL	This document is given by the DTCC Participant appointing the Depository/Goal Global Recoveries, Inc. to act on their behalf.	DTCC Participant	Generated by the Goal ADROit system	ALL
Limited Power of Attorney - COPY	The Limited Power of Attorney appoints the DTC Participant to act on behalf of the Beneficial Owner	Beneficial Owner	To be provided by the Beneficial Owner	ALL
Certificate of Tax Residency (COTR) - ORIGINAL	This is an original stamp on the actual tax reclaim form which is sent to the clients' local tax authority for certification	Beneficial Owners' Local Tax Authority	To be obtained from the Beneficial Owners' Local Tax Authority	All Non-U.S. residents
IRS 6166 form - ORIGINAL	This document is the Internal Revenue Service (IRS) confirmation of the beneficial owner's country of residence, tax identification number. The 6166 form must be dated within 3 years of the dividend event	Internal Revenue Service (IRS)	To be obtained from the Internal Revenue Service (IRS)	All U. S. residents
Certificate of Dividend Payment – Appendix B ORIGINAL	The Certificate of Dividend Payment provides details of the dividend payment. It must be completed on Company Letterhead	DTC Participant	Generated by the Goal ADROit system	ALL
Attestation of holding – Appendix C - ORIGINAL	The Attestation of holding is required for use by non-Austrian Partnerships and Investment Vehicles with more than 100 Investors. It confirms the percentage of units that are held by the investors as well as additional details about the fund	DTCC Participant	Generated by the Goal ADROit system	Partnerships and all types of Investment Vehicles
Form DIAG – ORIGINAL	This document is to be completed and transmitted electronically via the online portal of the Austrian Tax Authority.	DTCC Participant	Generated by the Goal ADROit system	ALL
Declaration of Widely-Held Foreign Investment Fund – Schedule 1 - ORIGINAL	This document is to be completed where the fund has more than 100 direct/indirect investors in the fund	DTCC Participant	To be provided by the Participant	All Investors that satisfy the requirement as stated in the 2 nd column of this matrix
Declaration of Widely-Held Foreign Investment Fund – Schedule 2 - ORIGINAL	This document is to be completed where the fund has between 10 and 99 direct/indirect investors in the fund	DTCC Participant	To be provided by the Participant	All Investors that satisfy the requirement as stated in the 2 nd column of this matrix
Declaration of Widely-Held Foreign Investment Funds – Schedule 3 - ORIGINAL	This document is to be completed where the fund has between 1 and 9 direct/indirect investors in the fund	DTCC Participant	To be provided by the Participant	All Investors that satisfy the requirement as stated in the 2 nd column of this matrix

Declaration of Widely-Held Foreign Investment Fund – supplementing the application for refund of Austrian Dividend Tax - ORIGINAL	The declaration is a summary of the percentage of Investors in the fund that are treaty entitled and is used in conjunction with either Schedule 1, Schedule 2, or schedule 3	DTCC Participant	To be provided by the Participant	All Investors that have completed either Schedule 1, Schedule 2 or Schedule 3 of the Declaration of Widely-Held Foreign Investment Funds document
Beneficial Owner Trade Transaction document	This document details the trade transactions undertaken 30 days prior, on and after the ex date of the dividend payment			ALL

ADDITIONAL INFORMATION

- The Beneficial Owner/DTC Participant name must remain constant across all documents and where applicable must match to the name stated on the Certificate of Tax Residence (COTR)/IRS 6166 form
- There is **NO** Custodial Fee applicable for this program, however a minimum fee of \$25= per beneficial owner will apply
- The Statute of Limitations for filing Austrian reclaims is currently 5 years from 31st December after payment date. In order to facilitate claims that are requested in the final year prior to the expiration date Goal Global Recoveries Inc have set a deadline of 6 months preceding the Statute date. Any reclaims that are requested after this date will be submitted to the Tax Authorities on a best efforts basis only.
- The indicative timeframe for tax reclaim proceeds to be refunded by the Austrian Tax Authority utilising the Long Form Reclaim method is approximately 12 months from submission.
- The Austrian Tax Authority reserves the right to audit reclaim submissions as they deem necessary
- Tax reclaim submissions can only be filed once per year per beneficial owner. This will incorporate all Austrian dividends that have been paid in that particular year.
- All **original** documents should be sent to Goal Global Recoveries Inc. and must be received by the deadline date of September 29, 2023. For this reason and for the avoidance of documentation being lost in transit we strongly recommend that the documents are sent via a secure method such as FedEx, UPS, DHL (for example) to our New York office at 17 State Street, Suite 4000, New York, NY 10004, USA and that the tracking number of the package is recorded.
- BNY Mellon only accepts claims filed by the DTCC participant who was holding the securities through DTCC and only to the extent that DTCC has reported these holdings to us as valid record date holdings. Beneficial owners are required to file their claims through the custody chain to the DTCC participant of record. All claims not received directly from the DTCC participant will be returned to the beneficial owner
- Austrian Tax Reclaims are subject to a potential audit by the Austrian Tax Authorities for which additional information may be required. As such it may be necessary for Investors to complete an Attestation of Holding document and/or a Declaration of Widely-Held Foreign Investment Funds (Schedule 1, 2, or 3) at a later date after the submission of the reclaim to the Austrian tax authorities

IMPORTANT NOTICE – INVENTORY OF APPENDICES

<u>Appendix A</u>	<u>Cover Letter</u>
<u>Appendix B</u>	<u>Certificate of Dividend Payment</u>
<u>Appendix C</u>	<u>Attestation of Holding</u>
<u>Appendix D</u>	<u>Power of Attorney</u>
<u>Appendix E</u>	<u>Trade Transaction Template</u>
<u>Reclaim Form</u>	<u>ZS-RE 1 form</u>
<u>Reclaim Form</u>	<u>ZS-RE 1A form</u>

ADRoit by Goal Global Recoveries Inc.



BNY Mellon offers the ADRoit system as a secure platform for the submission of the beneficial owner data and the creation of the requisite documentation.

The system will automatically generate the necessary documentation which the Participant can easily access, complete, sign and submit to BNY Mellon/Goal Global Recoveries Inc.

A one-time registration process is required in order to use ADRoit. For registration purposes only please contact adroitregistration@goalgroup.com. For all other ADR related enquiries please contact adroit@goalgroup.com or call Goal Global Recoveries Inc. on +1 (212) 739 0883

CONTACT DETAILS	
Primary Contact	Estebania Concepcion
Secondary Contact	Nicholas Schmidt
Contact Telephone Number	+1 (212) 248 9130
E-Mail Address	adroit@goalgroup.com
Company Name	Goal Global Recoveries Inc.
Street Address	5 Hanover Square, Suite 2300
City/State/ZIP	New York NY 10004

BNY Mellon Warning and Disclaimer:

BNY Mellon will not be responsible for the truth or accuracy of any submissions received by it and all Participants and holders, whether or not following the procedures set forth herein or otherwise submitting any information, agree to indemnify and hold harmless BNY Mellon and its agents for any all losses, liabilities and fees (including reasonable fees and expenses of counsel) incurred by any of them in connection herewith or arising herefrom. BNY Mellon and its agents will be relying upon the truth and accuracy of any and all submissions received by them in connection with the tax relief process and shall hold all participants and DR holders liable and responsible for any losses incurred in connection therewith or arising there from. There is no guarantee that the applicable tax authorities will accept submissions for relief. Neither BNY Mellon nor its agents shall be responsible or liable to any holders of DRs in connection with any matters related to, arising from, or in connection with the tax relief process described herein. See also **“Agreements, Fees, Representations and Indemnification”** above.

All tax information contained in this Important Notice is based on a good faith compilation of information obtained and received 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.

Goal Global Recoveries Inc. Disclaimer:

All information contained in this Important Notice, including, but not limited to tax information, has been compiled in good faith from multiple third party sources. While all reasonable care has been taken in the compilation and publication of the contents of this Important Notice, the information is subject to change.

Local market conditions and possible advanced deadlines imposed by local agents may cause actual deadlines to frequently vary from statutory deadlines. Therefore, to minimize risk, it is strongly advised that DTC Participants file their claims as soon as possible because the depository agents and/or their agents will not be liable for claims filed less than six months before the specified deadline. In the circumstance where local market rules, whether imposed by a local agent or a Tax Authority, cause any conflict with the information provided in the Important Notice (prior to or after publication), the local market rules shall prevail.

The information contained herein is for informational purposes only and is not intended to be a substitute for obtaining tax, accounting, or financial advice from an appropriate professional advisor.

**EXHIBIT A –COVER LETTER REQUIRED FOR AUSTRIAN TAX RELIEF PROCESS
THIS DOCUMENT MUST BE PREPARED ON THE DTCC PARTICIPANT’S LETTERHEAD**

Goal Global Recoveries Inc.
As agent for BNY Mellon
5 Hanover Square, Suite 2300
New York, NY 10004
Attn: Austrian Reclaims

Enclosed please find tax reclamation documents, which we are submitting on behalf of our client(s) who wish to obtain a reduced or favorable tax withholding rate (via the standard tax reclaim process) Austrian DR(s). We, [NAME OF DTCC PARTICIPANT], also identified as DTCC participant number [DTCC PARTICIPANT #], hereby state that each beneficial owner cited below held the respective amount of shares on the record date **5/21/2019** for the security **ERSTE GROUP BANK**.

Below is the list of beneficial owners and their holdings, which total **[TOTAL # OF DRs CITED BELOW]** DR(s). As required, the required forms are enclosed for each beneficial owner. **The ratio is 1 Ordinary Share to 2 DRs.** The information is as follows:

<u>Name of Beneficial Owner</u>	<u>Address</u>	<u>Type of Account</u>	<u>Taxpayer ID #</u>	<u># of DR(s) held</u>
(Please send excel file if there are more than 4 DR holders)				

We ask that BNY Mellon apply to the Austrian Tax Authority (“BMF”) for the reduced withholding tax rate on the above beneficial owners’ behalf. Please contact the undersigned at **[SIGNATORY’S TELEPHONE NUMBER]** or via email at **[SIGNATORY’S EMAIL ADDRESS]** should you have any questions.

Agreements, Fees, Representations and Indemnification from Participants and Beneficial Owners

This tax relief assistance service is wholly voluntary and discretionary, and outside the terms and conditions of any applicable deposit agreement. BNY Mellon undertakes no duty or obligation to provide this service, and may reject or decline any or all proposed electing participants or holders in its sole discretion. We hereby accept and agree to pay the fees of BNY Mellon of up to \$0.0075 for Long Form (with a minimum of \$25) and any other charges, fees or expenses payable by or due to BNY Mellon or its agents, including any custodian, in connection with the tax reclaim process, or to tax authorities or regulators (which fees, charges or expenses may be deducted from the dividend or any other distribution or by billing or otherwise in BNY Mellon’s discretion). We hereby agree that any such fees, charges or expenses may be due and payable whether or not a successful reduction in rate or reclamation is obtained. We hereby acknowledge that fees paid to BNY Mellon may be shared with its agents and affiliates.

We hereby agree in addition to statutory and documentation requirements, and the deduction of fees, tax relief benefits will be subject to review and approval, and potential audits by the applicable custodian and applicable tax regulators, and that BNY Mellon is not providing any legal, tax, accounting or other professional advice on these matters and has expressly disclaimed any liability whatsoever for any loss howsoever arising from or in reliance hereto. Participants and/or investors should seek advice based upon their own particular circumstances from an independent tax advisor.

We certify to the best of our knowledge that each of the beneficial owners identified are eligible for the preferential rates as stated and we declare that we have performed all the necessary due diligence to satisfy ourselves as to the accuracy of the information submitted to us by these beneficial owners. Furthermore, in the event of an audit we agree to provide any and all documentation required by the respective Tax Authority.

We will be fully liable for any and all claims, penalties and / or interest, including without limitation, any foreign exchange fluctuations associated therewith. BNY Mellon shall not be liable for the failure to secure any tax relief. We expressly agree that BNY Mellon and its agents or affiliates shall not have any liability for, and we shall indemnify, defend and hold each of BNY Mellon and its agents and affiliates harmless from and against, any and all loss, liability, damage, judgment, settlement, fine, penalty, demand, claim, cost or expense (including without limitation fees and expenses of defending itself or enforcing this agreement) arising out of or in connection herewith.

Sincerely,

Signature of authorized signatory for DTCC Participant
[NAME AND TITLE OF AUTHORIZED OFFICER FOR DTCC PARTICIPANT]

PAYMENT ADDRESS: _____

PLEASE PRINT ON DTCC PARTICIPANT LETTERHEAD

CERTIFICATION OF PAYMENT

We hereby certify that the below beneficial owner was a recipient of a dividend payable on **June 03, 2019** on a position of **ERSTE GROUP BANK**.

Beneficial Owner: [Beneficial Owner Name]
[B/O Address]
[B/O City, State, Zip Code]
[B/O Country of Residence]

Security: ERSTE GROUP BANK

Ordinary Pay Date: MAY 22, 2019

Shares Held: [Number of Ordinary Shares Held]

ORDs Dividend Rate: EUR [Gross Dividend Amount ORD] per share

Gross Dividend: EUR [Gross Dividend]

Amount of Tax Withheld (27.5%): EUR [Amount of Tax Withheld]

Net Dividend (75%): EUR [Net Dividend]

Refund Amount Due (____%): EUR [Amount of Refund]

Certified By

Authorized Signature

_____ Name

_____ Date

DECLARATION OF WIDELY-HELD FOREIGN INVESTMENT FUNDS
Supplementing the application for refund of Austrian dividend tax.

The following declaration is made in relation to the claim for repayment of Austrian dividend tax of 2018

Name of the fund whose treaty residence has been confirmed by the tax administration

.....

The fund is widely-held (fulfilled in any case if at least 100 investors).

Percentage of units held by investors entitled to the benefits of a Double Tax Treaty with Austria:

.....%.

Method used for determination of entitled investors (e.g. Quarterly Determinations, Sales Restrictions, Direct Tracing or other Method):

(Please specify)

.....

Closing date of the accounting period:

Disclosure of investors holding at least 10 % in the Investment Vehicle (for these investors residence within the meaning of the respective Tax Treaty with Austria has to be certified by the tax administration of the residence country)

.....

.....

Attachments:Certificates of Residence

The fund management is prepared to disclose to the Austrian tax administration details on the method used to determine the above percentage of investors protected under the Austrian tax treaty network if so requested by the Austrian tax administration. The authorised undersigned declares to the best of his knowledge that the information provided in this attestation is correct and that he is aware of the fact that the case may be subjected to special examinations under the administrative assistance provisions of the respective tax treaty.

Place and Date:

Stamp and Authorised Signature:

POWER OF ATTORNEY

<DTCC PARTICIPANT NAME>, with address in <City, State, Country> hereby appoints **BNY MELLON** (“Bank”) and/or the Bank’s designated standing proxy(ies) as its true and lawful attorney with full Power of Attorney to do all or any of the following acts with respect to the American Depository Shares representing shares in **ERSTE GROUP BANK** (“Securities”) that the Bank holds in its safe custody on behalf of the Undersigned through a Participant in the Depository Trust Company.

- i. To sign and file required forms with competent tax authorities in order to secure any tax privileges and benefits such as tax reduction or tax-exemption at source.
- ii. To receive on behalf of the Undersigned tax payments made by competent tax authorities as a result of lodging reclaim forms.
- iii. To perform any other act as may be necessary to execute the acts mentioned herein.

The Undersigned also authorizes the Bank and/or the Bank’s designated standing proxy(ies) to submit this power of attorney or a photocopy of it to competent tax authorities.

<DTCC PARTICIPANT NAME>

<Place and Date>

Place and Date

<Signature of Officer>

Signature of Officer



To the Tax Office
Bruck Eisenstadt Oberwart
Neusiedlerstraße 46
7001 Eisenstadt

CLAIM FOR REPAYMENT OF AUSTRIAN WITHHOLDING TAX

- under the tax treaties concluded by Austria
 according to sec. 21 para. 1 subpara. 1a KStG 1988
 according to sec. 6 KStG 1988 (Exemption for foreign pension funds)

for the year:

Entry stamp
of the Austrian tax authority

File No.
of the Austrian tax authority:

1. State

Please indicate here your State of residence

2. Information on the claimant

Tax Identification Number of the claimant's residence state or, if not available, a similar identification number	
Full name, date of birth (In case of individuals) Firm , trade register number or similar of the claimant's residence state (In case of legal persons)	
Legal form (In case of legal persons: e.g. stock corporation, association)	
Address (post code, town, street, number) telephone or fax number, e-mail-address	
Representative (if any) (name, address) telephone or fax number, e-mail-address	<input type="checkbox"/> mandate for cash receipts <input type="checkbox"/> mandate for postal deliveries <input type="checkbox"/> power of attorney

3. Computation of repayment amount

To be filled in by the claimant
(all amounts in Euro)

DIVIDENDS (according to Sheet A)	Repayment under tax treaties	
	Repayment according to sec. 21 para. 1 subpara. 1a KStG 1988	
	Repayment according to sec. 6 KStG 1988	
ROYALTIES (according to Sheet B)		
OTHER INCOME (according to Sheet C)		
REPAYMENT AMOUNT		

4. Residence certificate of the foreign tax administration

For the purpose of obtaining tax relief in Austria the following is certified: Within the meaning of the Double Taxation Convention Austria has concluded with the State indicated in Section 1, the claimant was a resident of that State on the date(s) when the income was received (Section 3) and the information on the claimant (Section 2) is in accordance with our knowledge.

Date

D

Stamp

Signature

5. Information concerning the transfer of the repayment amount

The claimant requests to transfer the repayment amount to the account



IBAN (International Bank Account Number)	
account holder	
financial institution	BIC (Bank Identifier Code)
address (financial institution)	

6. Declaration by the claimant

I declare that to the best of my knowledge the above-mentioned statements are correct and complete. I recognize that the statements will be verified and incomplete or incorrect statements are punishable. In case I retrospectively recognize that the above-mentioned statements are incorrect or incomplete, I will notify Tax Office without delay (§ 139 Bundesabgabenordnung).



Place and Date

Signature

7. Leave blank for the Austrian tax authority

repayment amount Euro		Euro
+ Interest		Euro
total repayment amount		Euro
date	signature	authorization



SHEET A with regard to form ZS-RE1**DIVIDENDS**

All statements are mandatory. Please consider that incomplete statements will delay the handling of your claim.

A. General information

1. Did you maintain a fiscal domicile in Austria at the date(s) when the dividends stated overleaf were received? If so, please state address:	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
Is this your main residence?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2. Were the dividends received by a permanent establishment located in Austria or by an Austrian partnership where the claimant holds an interest in?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
3. Was the claimant at the date(s) the dividends stated overleaf were received entitled to the use of the shares from which the dividends are derived and did the claimant receive these yields on his/her/its own account?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
4. Were the shares - for which a repayment of withholding tax is claimed - sold, rented or pensioned during the year of the dividend distribution?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
5. Did the claimant receive the shares listed overleaf on the basis of a contract, option or other agreement whereby he/she/it could be bound to resell or otherwise transfer these or similar capital assets?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
6. Does the claim for repayment concern dividends on the basis of a profit distribution of a company listed on a stock exchange? If yes, enclose documentation stating on which securities account the shares concerned have been noted on the day before the ex-day (day on which the share is not traded any more with the right to claim the dividends) and who the owner of the securities account was at this point of time. Additionally, enclose documentation of all the securities account transactions of the shares for the period starting one month before and ending one month after the ex-day.	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
7. In case a repayment according to sec. 21 para. 1 subpara. 1a KStG 1988 is claimed, enclose a proof stating that the withholding tax cannot be credited in your State of residence. A certification of the State of residence's tax authorities or a notice of assessment, which documents that the Austrian capital yields tax cannot be credited, may e.g. serve as a proof.		
8. In case a repayment is claimed on the basis of the exemption according to sec. 6 KStG 1988 for foreign entities according to sec. 5 para. 4 Pensionskassengesetz, enclose to the first respective repayment claim a proof of admission according to the directive 2003/41/EG of the foreign pension fund (claimant) by the regulating authority of its State of residence and the statutes of the foreign pension fund (claimant). In case of a subsequent claim an up-to-date proof of admission according to the directive 2003/41/EC of the foreign pension fund (claimant) by the regulating authority of its State of residence has to be submitted if the last submitted regulating authorities' proof of the foreign pension fund has been issued for a period dating back more than three years.		

B. Special information in the case of legal persons

1. Does the legal person making the claim carry out a business activity which is beyond the scope of enjoyment of capital assets? If so, please indicate the type of business:	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2. Does the legal person making the claim employ its own employees and does it have its own business premises to carry out business activities?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
3. Did shareholders who are residents of Austria at the day of accrual of the dividends stated overleaf hold an interest of more than 10%?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no





C. Computation of repayment claim (all amounts in Euro)

Description of the Austrian company	Amount of shares or participation in %	Date of acquisition	Date of profit distribution resolution of the dividends (Gewinnverwendungsbeschluss)	Date of accrual of the income	Date of Ex-Day ¹⁾	Gross earnings in Euro	Repayment claim in %	Amount of repayment
Total gross earnings								
						Euro		
							Total amount of repayment	
								Euro

D. Declaration by the claimant

I declare that to the best of my knowledge the above-mentioned statements are correct and complete. I recognize that the statements will be verified and that incomplete or incorrect statements are punishable. In case I retrospectively recognize that the above-mentioned statements are incorrect or incomplete, I will notify the Tax Office without delay (sec. 139 Bundesabgabenordnung).

D

Place and Date

Signature

¹⁾ Only to be mentioned in case of a company listed on a stock exchange