CONSUMER PAYMENT INSTRUCTIONS

You will need to pay the order item(s) of your purchase using the order details page before the pay date(s) displayed in the payment schedule.

Start a transaction for each order item using the corresponding **'pay now'** button after which you will be shown a payment method selection screen.

Follow these steps if you choose to pay by iDEAL:

1. Highlight iDEAL as payment method and click the **'continue'** button to go to your online banking environment. You will automatically return to the SAFE website after finishing the payment process where the transaction will be verified with a status notification after a few seconds.

2. By clicking the **'back to order details'** button you will return to this page where the relevant order item in the payment schedule will show the **'paid'** status.

> ℹ️ *Please note: Some banks have an iDEAL payment limit which won't allow larger amounts to be paid using this payment method. Choose for the regular SEPA bank transfer if you experience that issue.*

If you choose for SEPA bank transfer follow these steps:

1. Highlight the SEPA bank transfer as payment method and click on the **'continue'** button. The next screen will show you all the transaction details including the **amount**, the correct **IBAN** account, the account holder **name** and the **unique payment reference** that should be included in the payment description.

2. Copy the transaction details or write them down and go to your own online banking environment if you **yourself** will transfer the amount, using the **unique payment reference** as the description to the IBAN account.

3. Clicking the **'back to order details'** button will return you to this page where the order item in the payment schedule will show the **'waiting for SEPA bank transfer'** status.

4. When the payment is received and processed by the banks the SAFE system will automatically update the status of the order item to **'paid'** which will be visible on your next visit to the order details page.

> ℹ️ *Please note: If your mortgage lender will pay the transaction, inform them clearly about including the specific **payment reference** and the order item **amount** so that the payment can be correctly connected to the specific order item. (The payment cannot be processed and shall be refunded if the amount differs from the order item or when the payment reference is missing!)*

Follow these steps if you choose to pay by Bancontact:

1. Highlight Bancontact as payment method and click the **'continue'** button.

2. Enter your payment details such as **card number**, **expiration date** and **verification code**. Then click **'Confirm'** to continue. You will automatically return to the SAFE website after finishing the payment process where the transaction will be verified with a status notification after a few seconds.

3. By clicking the **'back to order details'** button you will return to this page where the relevant order item in the payment schedule will show the **'paid'** status.

Online Payment Platform is the official SAFE Payments partner and by the European Banking Authority certified payment service provider to facilitate the secure processing of your payments. https://onlinepaymentplatform.com/en