

7. When are you going to send me a bill for my 'new' account ?

If you apply for an account via a 'new' login, a bill will be sent to you by paper mail. Please allow several days for it to arrive. The initial transfer is a 3-month payment of the account you applied for.

When we receive your payment, your new account name will be activated and you will be able to use the system. If you are excited and want to be on the system quickly, transfer or deposit the initial fee to our Postbank account yourself. Don't forget to mention the account name you entered at the 'new'

login. We will activate this account name right after we receive your transfer. This may also take a few days because of (Post)bank procedures. Note also that 'Bank to Bank' and 'Postbank to Postbank' transfers are fastest.

A transfer from a normal Bank to the Postbank and vice versa may be very slow.

If you are impatient and want your account FAST , you could fax any proof of your transfer (such as described below) to the fax number 020-6222753 and be sure to ask for immediate activation by our help desk.

You can be on our system today by transferring the initial 3-month fee to our Postbank/giro number from a Post Office counter where they offer a cash transfer service. Fax a copy of the stamped receipt to our help desk and

mention your account name as entered with the 'new' procedure as well as your home address and voice telephone number. The help desk will activate your account as fast as possible. Please also send your home address and voice telephone via e-mail to our account department. The address is as follows: account@xs4all.nl.

You ignore the invoice if it arrives after you have made the transfer. If it doesn't arrive at all, then there is a technical problem, you may login as 'new' again after two weeks (to prevent duplicates in our database) or you may follow the procedure described above to activate your account immediately.