

FAQs: MyLeo

1. How can I log in to MyLeo?

You can access MyLeo via www.hzpc.myleo.com. All holders of HZPC certificates have received their login credentials by letter. If you are a new certificate holder, you will receive the information as soon as possible. In order to be able to use MyLeo you need an email address.

2. What should I do if I have forgotten my password?

Go to the MyLeo website (www.hzpc.myleo.com). Press 'I don't know my password'. Then type your username and click the grey arrow.

You will receive an email from MyLeo with a link to change the password. Click on the link, you will be redirected to a page where you can enter a new password (minimum 8 characters; at least 1 uppercase, 1 lowercase and 1 number). Click the button 'request code'. Do not close the screen! You will receive another email from ING with a 6 digit code. Enter the code and click the button 'change'.

3. What happens if I do not receive any email?

You can contact the MyLeo Helpdesk at telephone number +31(0)20 563 77 40 or email myleo.helpdesk@ingbank.com, they will help you as soon as possible.

4. What should I do when my personal details in MyLeo are incorrect or incomplete?

Email HZPC at certificaten@hzpc.com and supply the correct/additional information. HZPC will make sure that the details are forwarded to MyLeo. It might take a few days before the changes are visible.

5. How can I enter an order?

Once you have logged in to MyLeo, click 'place order'. Select 'Buy' or 'Sell' the number of certificates you want to buy/sell and the limit price. After accepting the conditions you will need to request a security code. Do not close the screen, you will receive an email within a few minutes. Enter the code stated in that email in MyLeo and click 'place order'. The amount you need to transfer to "Vereniging HZPC" (Association hZPC) (in case of a buy) or the amount to be received by you (in case of a sale) will be displayed on the right side of the screen.

6. Am I allowed to enter multiple orders?

You can enter as many orders as you like. Please keep in mind that the number of certificates you hold and the number of certificates you want to buy/sell may not exceed 7,837.

7. Am I able to cancel an order?

Orders can be cancelled in MyLeo up until 5 p.m. on the Friday before the trading day.

8. How can I change my MyLeo password?

To change your password, log in to MyLeo and click 'My data'.

More information:

For more (technical) questions, please contact the MyLeo Helpdesk at +31(0)20 563 77 40 or myleo.helpdesk@ingbank.com.