

## Transfer fee reimbursement offer

- 1. Clients who transfer assets from a non-FlowBank account will be able to have their transfer fees reimbursed (up to 750 CHF). Questions about account transfer? Please reach out to us via the Help Center or email [support@flowbank.com](mailto:support@flowbank.com) if you need any other clarification.**
2. Once a client has successfully transferred their non-FlowBank account to us, they will be required to submit proof for the reimbursement. For us to issue the reimbursement, the client must submit a copy of their most recent statement from their previous account with evidence of a transfer fee. Once approved, the reimbursement will be deposited directly into that FlowBank account within 20 business days.
3. To submit these documents, please contact: [support@flowbank.com](mailto:support@flowbank.com)