

Ahold ADR FAQs

The following information does not contain all information that may be important to you. For more complete information, we highly recommend that you read the entire deposit agreement and the form of American Depositary Receipt, which contains the American Depositary Receipts terms.

What is an American Depositary Receipt (ADR)?

An American Depositary Receipt (ADR) is a US dollar denominated negotiable certificate that represents ownership of shares in a non-US company.

Each ADR is issued by a U.S. depository bank (which is a bank in the US which oversees all the stock transfer and agency services in connection with a depository receipt program) and represents one or more shares of a foreign stock or a fraction of a share. If investors own an ADR they have the right to obtain the foreign stock it represents, but U.S. investors usually find it more convenient to own the ADR. The price of an ADR is often close to the price of the foreign stock in its home market, adjusted for the ratio of ADRs to foreign company shares. ADRs were specifically designed to facilitate the purchase, holding and sale of non-U.S. securities by US investors.

Ahold's ADRs represent Ahold's ordinary shares deposited with the depository bank (Deutsche Bank Trust Company Americas), to underlie such certificates and carry the rights attached to them as detailed in the Depositary Agreement. Holders of ADRs receive dividends in US dollars and have the right to vote on shareholders resolutions, where applicable.

The terms ADR and ADS are often used interchangeably. Individual shares of a foreign corporation represented by an ADR are called American Depositary Shares (ADS). This is the instrument that is actually traded. Although the terms ADR and ADS are used interchangeably, the difference is that an ADR is the certificate while the ADSs are the shares.

What is Ahold's ADR ticker symbol, CUSIP code and ISIN code?

Ahold N.V.

Ticker: AHONY

Cusip code: 500467105

ISIN code: US5004671054

Who is Ahold's depository bank, transfer agent, registrar and exchange agent for ADR shares?

Ahold's ADR program is administered by Deutsche Bank Trust Company Americas (Deutsche Bank). As the depository bank, Deutsche Bank performs the following roles for ADR holders as further detailed in the Deposit Agreement:

- Records and maintains the register of ADR holders,
- Is the stock transfer agent,
- Distributes dividends in U.S. dollars,
- Facilitates the voting process and the exercise of the voting rights of ADR holders at any Company General Meeting if permitted by the Company and the Depositary Agreement,
- Issues and cancels Ahold American Depositary Receipts (ADRs),

- Can distribute Company circulars and General Meetings (including Annual General Meeting) documentation, if applicable.

For those holders who are not registered because their ADRs are held through a 'Street name' (nominee account), your nominee will receive Company documents from time to time from Deutsche Bank to distribute to ADR holders. You need to make arrangements with your nominee if you wish to receive such documents and to be able to exercise your vote through the depository bank at General Meetings (if applicable).

What is an ADR ratio?

This is the relation between the number of ADRs and the number of ordinary shares. One Ahold ADR represents one Ahold ordinary share, i.e. the ratio is 1:1.

What is the difference between an ADR and an ADS?

An ADR (American Depositary Receipt) is a negotiable certificate issued by a depository bank representing a specific number of shares of a non-U.S. company traded on a U.S. stock exchange. An ADS (American Depositary Share) is the share issued under the ADR agreement which is actually traded.

What are the benefits of ADRs to US investors?

U.S. investors may prefer to purchase ADRs rather than ordinary shares in the issuer's home market because ADRs trade, clear and settle in US Dollars and according to U.S. market conventions. ADRs also allow easy comparison to securities of similar companies as well as access to price and trading information. Holders of ADRs also receive dividends in US dollars.

What types of companies issue ADRs?

ADR issuers are typically large multinational corporations. Any non-U.S. company seeking to raise capital in the U.S. or increase their base of U.S. investors can issue ADRs.

Where do I get information and updates on Ahold?

Financial and stock information is widely available on Ahold's website <https://www.ahold.com/?JSESSIONID=pWbYLP4LppfypL171pvdTTTISvDchGPSPbQhhHTZ2GPfD2fkMkRH!1732139288>. Trading information is readily available on our depository bank's website https://www.adr.db.com/drweb/dr_details.html?identifier=6769.

Where are Ahold ADRs traded?

Ahold's ADRs are traded Over-the-Counter (OTC) in the US under the ticker symbol AHONY. The CUSIP Number is 500467402. To learn more about Ahold's ADRs, please visit: <https://www.ahold.com/Financial-information/Share-information/Other-share-information.htm> or https://www.adr.db.com/drweb/dr_details.html?identifier=6769.

How do I buy/sell Ahold ADRs?

You may buy/sell your ADRs through your broker.

Does Ahold have a Direct Purchase Plan?

Not at the present time. Ahold shares must be bought and sold through a licensed stockbroker.

How do I convert my ordinary shares into ADRs?

Converting ordinary shares into ADRs must be done through a broker, investment advisor or directly through Deutsche Bank Trust Company Americas. You can contact Deutsche Bank broker services desk on +1 212 250 9100 or +44 207 547 6500.

What is a sponsored Level 1 ADR program?

In a Level 1 ADR program, the ADRs are not listed on a US stock exchange, but are traded in the US Over-the-Counter (OTC) market, mainly on the OTC Markets Group electronic market platform (see: <http://www.otcmarkets.com/home>). Ahold's ADRs are traded on the OTCQX platform, which is part of the OTC Markets Group Inc's Over-the-Counter electronic platform (<http://www.otcmarkets.com/stock/AHONY/quote>).

What is the U.S. Over-the-Counter (OTC) market?

The U.S. OTC trading in Level 1 ADRs is carried out by market makers using inter-dealer quotation services of the OTC Markets Group electronic market platform (Operated by OTC Market Group) <http://www.otcmarkets.com/home>. The OTC Markets Group operates a centralized electronic quotation system that collects and publishes market maker quotes for OTC securities in real-time. The OTC Markets Group is neither a Registered Stock Exchange nor a Broker-Dealer.

What is the difference between a Registered ADR holder and a Beneficial ADR holder?

A registered holder is one whose name appears on the books of the depository. The registered holder is considered the owner of record. A beneficial holder is one whose holdings are registered in a name other than their own, such as in the name of a broker, bank or nominee.

How may I check how many ADRs I hold?

If you do not hold via a broker, bank or nominee, please contact our transfer agent:

Deutsche Bank Shareholder Services
c/o American Stock Transfer & Trust Company
Peck Slip Station
P.O. Box 2050
New York, NY 10272-2050
Email: DB@amstock.com

Toll-free number: +866 706 0509

Direct Dial: +1 718 921 8124

To obtain the Ahold Annual Report, or other shareholder or company information please refer to the Financial Information section of Ahold's website

https://www.ahold.com/?utm_source=Lifehacker+Newsletter&utm_campaign=85b6fff47-UA-142218-1&utm_medium=email.

What if I lose my ADR certificate, dividend check or tax voucher?

If you do not hold via a broker, bank or nominee, please contact our transfer agent:

Deutsche Bank Shareholder Services
c/o American Stock Transfer & Trust Company
Peck Slip Station
P.O. Box 2050
New York, NY 10272-2050
Email: DB@amstock.com

Toll-free number: +866 706 0509

Direct Dial: +1 718 921 8124

What if I have more than one ADR certificate? Can they be combined?

Yes. Certificates can be combined by contacting our transfer agent:

Deutsche Bank Shareholder Services
c/o American Stock Transfer & Trust Company
Peck Slip Station
P.O. Box 2050
New York, NY 10272-2050
Email: DB@amstock.com

Toll-free number: +866 706 0509
Direct Dial: +1 718 921 8124