

ASSETS WITHOUT CONTACT AND DORMANT ASSETS

With this note we are informing you about the issue of assets without contact and dormant assets. Indeed, it is not excluded that the contact with a client be broken off and that his/her assets deposited with our bank become assets without contact.

This may create difficulties and lead to an unsatisfactory situation for all interested parties, particularly when assets get forgotten and become lost to a client or his/her heirs.

To avoid such a situation arising, the Swiss Bankers Association has issued advice and taken certain measures, which we would like to pass on to you:

Tips to avoid assets without contact

- Do not forget to enter any change of residence, address or other details in the My Profile section of your online account. Alternatively you can inform our client service by telephone (+41 44 825 88 88) or mail (Swissquote Bank SA, Fichier Central, chemin de la Crétaux 33, 1196 Gland), so we can make the necessary amendments.
- Do not hesitate to contact our bank's client service, if you go away for an extended period and wish to have your mail sent to the address where you will reside during this time.
- You can also appoint a proxy whom our bank can contact should your assets become without contact.
- Another possibility to avoid assets without contact is to inform a trusted person about your banking relationship with our bank. However, our bank can only give information to such a person if our bank was informed in writing of such authorization.
- Finally, we advise you to list your assets deposited at our bank in your will.

Measures that our bank can take in cases of assets without contact

If our bank finds out that you are not getting your mail, our bank will launch an investigation to discover your new address in order to re-establish contact.

These efforts may, in certain cases, include appointing a third party subject to the same banking confidentiality laws as our bank's own staff. In addition, our bank's employees and the third party (if any) will act within the framework of legislation, your instructions and the requisite due diligence.

If our bank's inquiries are unsuccessful and a certain period has elapsed, our bank will take the steps to:

- Register your assets centrally within our bank;
- Specially earmark the assets in order to report them to the Central Claims Office. This office, which is equipped with modern security measures, is subject to the same banking confidentiality (bank customer confidentiality) laws as the banks themselves.

Continued rights in case of assets without contact

The client's rights remain intact even in the case of assets without contact.

Our bank may take action that diverges from the contractual agreement with the client only when such action is in the client's assumed interest. Current accounts and similar assets can thus be transferred to low-risk instruments such as savings accounts, medium-term notes or unit trusts. Asset management mandates are to be continued unaltered unless it is obvious that the investment objectives are in conflict with the client's interests.

Costs

The bank's usual debited costs and expenses also apply in cases of assets without contact. Furthermore, we can charge for costs incurred for our inquiries and/or for the special handling and supervision of assets without contact. The charges levied will depend on the extent of our inquiries and must be guided by the principles of proportionality, particularly in terms of the value of the assets in question. You may obtain further details on the subject from our website www.swissquote.ch.

Thank you for taking note of these points.

Swissquote Bank Ltd