Client Information

Introduction

The Swiss Federal Act on Financial Services ("FinSA") obliges financial services providers to provide clients with detailed information on various aspects of their service provision. The purpose of this document is to provide clients with an overview of the bank and its activities as they relate to the provision of financial services.

The information that follows does not cover all aspects of the provision of financial services by the bank. Therefore, wherever necessary, this document references other documents which are issued to clients or which can be obtained by clients from the bank.

What is bank zweiplus ltd?

The registered office of bank zweiplus ltd ("bank") is Buckhauserstrasse 22, CH-8048 Zurich. The bank's legal form is that of a stock corporation which has been entered into the Commercial Register of the Canton of Zurich. bank zweiplus ltd has been issued approval to operate as a bank by the Swiss Financial Market Supervisory Authority (FINMA – Laupenstrasse 27, CH-3003 Bern), which also monitors the bank's business activities. The bank is a member of esisuisse, which means client deposits are insured to a maximum amount of CHF 100 000. Information on the scope of liabilities protected by deposit insurance, as well as additional information, can be found on the esisuisse website (www.esisuisse.ch).

Clients can obtain further information on the bank's organisation and structure from the bank's Annual Report, the latest version of which can be downloaded from the bank's website.

Which contractual terms and conditions of business apply to the client's relationship with the bank?

The rights and obligations that apply to the business relationship between the bank and its clients in connection with the provision of financial services are described in the bank's contractual terms and conditions of business. More specifically, this relationship is primarily governed by the bank's General Terms and Conditions, the Terms and Conditions for Payment and Financial Instrument Transactions, the Safe Custody Account Regulations and the special conditions that apply to specific products. This client-information document provides additional details on the rules governing the relationship between the bank and its clients.

Into which categories are clients classified?

The bank treats all clients as private clients within the meaning of FinSA. In the absence of written information to the contrary, the bank treats all clients as non-qualified investors within the meaning of the Swiss Federal Act on Collective Capital Investment Schemes ("CISA").

What types of services and financial instruments does the bank offer?

Asset management by the bank

Asset management services are designed for clients who wish to entrust the management of all of their assets to the bank within the framework of a defined investment policy pursued by the latter, as well as an investment strategy agreed upon between the client and the bank. When clients sign an asset management agreement with the bank, they confer upon the latter the authority to execute investment transactions in line with the agreed strategy at the bank's own discretion and without prior authorisation by the client.

If the respective product contract provides for this, the bank may substitute asset management to a third party or have a sample portfolio managed by a third party, which the bank implements by buying and selling financial instruments in the client's custody account. In the process, the asset strategy agreed with the client will be complied with at all times.

Clients to whom the bank provides long-term asset management shall be deemed qualified investors within the meaning of the CISA. This means, in particular, that, within the scope of all investment strategies, the bank may also acquire collective investment schemes for the clients which may only be acquired by qualified investors. Investor protection is somewhat lower for such collective investment schemes and they may even invest in higher-risk financial instruments or higher-risk investment methods. The clients can declare in writing to the bank that they do not want to be considered qualified investors.

Before providing asset management services, the bank conducts a suitability test using the "Risk Profile" form. Within the framework of this test, the bank determines which investment strategies best correspond to the client's financial circumstances, investment objectives and knowledge and experience. The bank will discourage clients from choosing investment strategies that the bank views as unsuitable. Should a client nevertheless decide to pursue such an unsuitable strategy, the bank shall not accept any liability whatsoever for the outcome of the associated investments.

Asset management services by third parties

When a client commissions an external asset manager, they delegate decisions concerning the investments in question to that external asset manager. In such a situation, the bank shall execute the buying and selling orders of the external asset manager without evaluating the orders in any manner whatsoever as to their suitability for the client or their conformity with the agreed investment strategy, etc. (execution only). External asset managers that are legally and economically independent provide their services as independent services, which means any liability of the bank for the associated transactions is excluded.

Investment advisory services

Investment advisory services are designed for clients who wish to receive advice on products and/or transactions but would like to make the final investment decision on their own. Investment advisory services differ from asset management services in that clients make investment decisions on their own after receiving advice. The bank generally does not offer investment advisory services to clients. Financial advisers that are legally and economically independent provide clients with investment advisory services in some cases. Such financial advisers provide these services as independent services, which means any liability of the bank for the associated outcome is excluded.

Execution only

Buying and selling orders that are executed solely upon the specific instructions of a client are considered to be "execution only" transactions. In the case of such transactions, the bank does not conduct an appropriateness test or suitability test. This means that the bank does not examine whether the transaction in question is appropriate or suitable given the client's financial circumstances, investment objectives and knowledge and experience.

Financial instruments

Trading in financial instruments poses various risks. These can differ considerably depending on the financial instrument. The following risks must be mentioned in particular:

- Risk of price change / risk of declining securities prices
- The issuer's credit risk (risk of default or bankruptcy)
- Interest-rate and exchange risk
- Liquidity risk or risk of suspension of sales or redemption (lack of tradeability)
- Risk of total loss

Investments in financial instruments with higher return potential are also associated with greater risks than investments in financial instruments with lower return potential. The price of financial instruments is subject to fluctuations on the financial market over which the bank has no influence.

Revenue generated in the past (e.g. interest, dividends) and appreciations are not indicators of future revenue or appreciations. Further information can be found in the Swiss Bankers Association's "Risks Involved in Trading Financial Instruments" brochure, the latest version of which can be downloaded from www.bankzweiplus.ch/download-ch. A copy can also be sent by post on request.

When choosing financial instruments, the bank may also consider financial instruments issued or offered by companies of the J. Safra Sarasin Group to which the bank belongs, in addition to external financial instruments.

Best execution

Unless the client has issued instructions regarding execution of orders (such as opting for a specific stock exchange), the bank ensures that after taking due consideration of orders from other clients, the best possible result will be achieved in terms of financial aspects and time-related and quality aspects when executing client orders.

What type of product information does the bank provide to clients?

Along with product opening documents (product opening application, special conditions, etc.) and the "Prices and Fees" forms, which provide important information on the bank's products and product-specific risks and costs, the bank or the personal financial advisor also provides clients with documents that offer information on financial instruments (e.g. basic information leaflets, brochures, annual reports), provided the issuers of the financial instruments in question have produced such documents and either the bank or the financial advisor is legally obliged to make them available or they are requested by the client. The above-mentioned documents can also be obtained from the respective issuers of the financial instruments and retrieved from Internet platforms that specialise in the provision of financial / fund-related information (such as www.swissfunddata.ch or www.fundinfo.com).

What types of retrocessions does the bank receive?

Term "retrocessions"

Within the framework of its business with financial instruments (in particular relating to collective investment schemes and structured products), the bank may receive payments and non-cash benefits from third parties (in particular those entities that offer financial instruments) and also pass such payments or benefits on to other third parties (in particular financial advisers and independent asset managers). One of the terms used for such payments and benefits is "retrocessions". The bank receives retrocessions for the sale of financial instruments and for portfolio maintenance services. Compensation is provided for the following tasks and services, among other things:

- Provision of information documents such as basic information leaflets and brochures
- Training for financial advisers and bank employees
- Establishment of business processes for financial instrument subscriptions, retention, and sales
- Execution of corporate actions
- Advertising and marketing measures
- Measures to ensure the enforcement of sales restrictions imposed by the issuers of financial instruments
- Activities performed as a contact for the invoicing party

Calculation basis / retrocessions scale

In the case of collective investment schemes, the management fees charged to fund assets form the basis for the retrocessions. Retrocessions are generally charged as follows:

Asset class	Retrocessions
Money market funds	0 – 0.50 % p.a.
Bond funds	0 – 1.00 % p.a.
Strategy funds	0 – 1.25 % p.a.
Stock funds	0 – 1.50 % p.a.
Alternative funds	0 – 1.75 % p.a.

The specific retrocessions are calculated on the basis of the average value of the collective investment scheme portfolio held by the bank.

The bank also receives retrocessions if it is issued with an asset management mandate and then executes corresponding investment transactions in line with the selected strategy.

In the case of structured products, retrocessions may take the form of a discount on the issue price, reimbursement of part of the issue price, or other structuring fees. Charges here range from 0 % to 3 % of the value of the invested assets.

Retrocessions are defined in general agreements concluded with the providers of financial instruments in each case, whereby such agreements are completely unrelated to the individual business relationships between the bank and its clients.

The bank is aware of the risks associated with potential conflicts of interest that may arise when financial instruments subject to retrocessions are selected, and it takes such risks fully into account in the selection process.

How does the bank manage conflicts of interest?

The bank is committed to protecting the interests of its clients. At the same time, the possibility of conflicts of interest arising cannot always be completely excluded. The bank takes reasonable organisational precautions to avoid conflicts of interest, or to rule out the possibility of clients being disadvantaged by a conflict of interest. If a disadvantage to clients cannot be ruled out, the bank discloses this possibility to clients (in particular in the product launch documents for the product in question).

How are legal disputes handled by the bank?

Whenever possible, disputes between clients and the bank should be settled by a recognised ombudsman's office in a mediation procedure that is affordable to the client and conducted in a fair, non-bureaucratic, rapid and impartial manner. Such procedures are confidential. The ombudsman's office responsible for the bank is: Swiss Banking Ombudsman, Bahnhofplatz 9, P.O. Box, CH-8021 Zurich.

Other issues worthy of attention

Information on how to avoid and/or manage assets without contact and dormant assets is contained in the Swiss bankers Association's guidelines on the treatment of assets without contact and dormant assets held at Swiss banks, the latest version of which can be downloaded from www.bankzweiplus.ch/download-ch. A copy can also be sent by post on request.

Information about the bank's collection, use and protection of clients' personal data, and client rights in this regard under the relevant data protection provisions, can be found in the bank's

Privacy Policy, the latest version of which can be downloaded from www.bankzweiplus.ch/download-ch. A copy can also be sent by post on request.

The bank reserves the right to amend the information contained in this document at any time. The latest version of this client Information document can be downloaded from www.bankzweiplus.ch/download-ch. A copy can also be sent to clients by post on request.