

## UNCLAIMED ASSETS OR DORMANT ACCOUNTS

With these note we are informing you about the issue of dormancy (also known as unclaimed assets or dormant accounts). Assets deposited with our bank become dormant when we lose contact with a client.

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 and 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 dormancy

Don't 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 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 we can contact should your assets become dormant.
- Another possibility to avoid dormant assets is to inform a trusted person about your bank details. However, we can only give information to such a person if you have first authorized him or her in writing to act on your behalf.
- Finally, we advise you to list your assets deposited at our institution in your will.
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### Measures that we can take in cases of dormancy

If we find out that you are not getting your mail, we will launch an investigation to discover your new address in order to re-establish contact. Our efforts may, in certain cases, include appointing a third party subject to the same banking confidentiality laws as our own staff. In addition, our employees and the third party (if there is one) will act within the framework of legislation, your instructions and the requisite due diligence.

If our inquiries are unsuccessful and a certain period has elapsed, we 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 dormancy

The customer's rights remain intact even in the case of dormancy. The bank may take action that diverges from the contractual agreement with the customer only when such action is in the customer'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. Savings accounts will be continued as usual and interest paid at the bank's valid rates. Commissions to administer assets are to be continued unaltered unless it becomes obvious that the investment aims are in conflict with the customer's interests.

### Costs

The bank's usual debited costs and expenses also apply in cases of dormancy. Furthermore, we can charge for costs incurred for our inquiries and/or for the special handling and supervision of dormant assets. 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](http://www.swissquote.ch).

Thank you for taking note of these points.

Swissquote Bank SA