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 zweiplus ltd ("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 the 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. The bank 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. 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 www.bankzweiplus.ch.

What is deposit insurance?

Bank deposits are covered by the deposit insurance scheme. In the event of a bank's bankruptcy, the deposit insurance scheme protects client deposits against loss up to the amount of CHF 100 000 (laid down by law). If a client has multiple accounts at the same bank, the credit balances are added together, with a maximum amount of CHF 100 000 covered.

If several persons own an account together, this group is treated as an individual, separate client when it comes to protection. If this group holds multiple accounts, these are added together. The balance for the group is protected up to a total of CHF 100 000. If individuals in such a group have their own separate client relationship with the bank, a balance of up to CHF 100 000 is also protected for this separate client relationship.

Details on the scope of cover provided by the deposit insurance scheme, as well as further information on this topic, can be found on the esisuisse website (www.esisuisse.ch).

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
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.

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. FinSA differentiates between investment advisory services for individual transactions which do not take the client portfolio as a whole into account (transaction-specific investment advisory services) and those which do take the client portfolio into consideration (portfolio-related investment advisory services). The bank only offers clients investment advisory services in relation to purchasing structured products and choosing an investment strategy for products with asset management. These are always transaction-specific. Apart from that, the bank does not provide investment advisory services.

Before providing investment advisory services, the bank conducts a suitability test using the "Risk Profile" form. Within the framework of this test, the bank determines which financial instruments best correspond to the client's financial circumstances, investment objectives and knowledge and experience (the client's portfolio is not taken into account). The bank will discourage clients from choosing financial instruments that it views as unsuitable. Should a client nevertheless opt for such financial instruments, the bank shall not accept any liability whatsoever for this.

When providing investment advisory services, the bank keeps a record of the client's requirements and the reasons for any recommendations given that lead to the purchase or sale of a financial instrument.

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.cash.ch/services/downloads. 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?
Product information (e.g. name of the issuer, type and specifications, risk and return profile, charges, minimum holding period and tradability) can be found in the bank's product opening documents, as well as in the literature the issuer of the financial instruments is legally obligated to supply (in particular the Key Information Document [KID], brochures and annual/semi-annual reports). The bank shall provide customers with the aforementioned documents originating from the issuer of the financial instruments – where such documents are available – via its KID portal (www.bankzweiplus.ch/pid), as well as at the customer's request. Additionally, these documents can be obtained from the issuer of the respective financial instruments and are also available on websites which specialise in providing financial and fund-related information (e.g. www.swissfunddata.ch or www.fundinfo.com). As these documents are created and published by the issuer of the financial instruments and are subject to change at any time, the bank accepts no responsibility for their accuracy, completeness and validity.

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 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
For collective investment schemes, the management fees charged to the fund's assets form the basis for retrocessions. Retrocessions typically fall within the ranges set out below. Such retrocessions are paid periodically throughout the entire holding period (e.g. on a quarterly basis) and are calculated based on the total volume of units in the relevant collective investment scheme held by the Bank on behalf of its clients. Expressed as an annual percentage of the assets invested by the client in the respective collective investment scheme, such retrocessions generally fall within the following ranges:

Asset class	**Retrocessions**
Money market funds	0 – 1.00 % p.a.
Bond funds	0 – 2.00 % p.a.
Strategy funds	0 – 1.25 % p.a.
Stock funds	0 – 2.50 % p.a.
Alternative funds	0 – 3.00 % p.a.

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.

Depending on the agreed investment strategy, retrocessions relating to the assets held in the relevant custody account fall within the following ranges:

Product[1]	Investment strategy	Retrocessions
Managed Fund Portfolio	Conservative/Defensive	0 – 2,43 % p.a.
	Balanced	0 – 2,58 % p.a.
	Growth/Dynamic	0 – 2,65 % p.a.
	Equity	0 – 2,65 % p.a.
Multimanager-Strategies	Conservative	0 – 2,43 % p.a.
	Balanced	0 – 2,58 % p.a.
	Growth	0 – 2,65 % p.a.

These figures are based on the following assumptions regarding the composition of the investment strategy:

Produkt[1]	Investment strategy	Bond Funds	Equity Funds	Alterna-tive Invest-ments
Managed Fund Portfolio	Conservative/Defensive	40 %	35 %	25 %
	Balanced	10 %	65 %	25 %
	Growth/Dynamic	0 %	70 %	30 %
	Equity	0 %	70 %	30 %
Multimanager-Strategies	Conservative	40 %	35 %	25 %
	Balanced	10 %	65 %	25 %
	Growth	0 %	70 %	30 %

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.

[1] No retrocessions are received by the Bank in connection with the Multi Stocks Strategies.

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.cash.ch/services/downloads. 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.cash.ch/ueberuns/rechtliche-hinweise. 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.cash.ch/services/downloads. A copy can also be sent to clients by post on request.