

FINANCIAL SERVICES ACT (FinSA)

CLIENT INFORMATION

Dear Client,

We are pleased to present this brochure, the purpose of which is to provide you with information on your relationship with Mercantil Bank (Schweiz), hereinafter “MBS”, and, above all, essential information on the Swiss Financial Services Act (FinSA), which entered into force on 1 January 2020. FinSA aims to strengthen investor protection and to establish comparable standards for financial service providers. In compliance with the applicable regulations and the latest rules issued by FINMA and the Federal Department of Finance (FDF), this brochure has been revised to reflect the most recent transparency standards and requirements.

The brochure also contains information on the implementation of the new regulatory rules that apply to clients of MBS. It includes general information such as regulatory licence status, the available investment universe, suitability and appropriateness, client classification, best execution, conflicts of interest, remuneration, general risks and complaints handling.

This brochure is provided for information purposes only and should not be regarded as marketing material. It does not constitute a solicitation or offer of financial services, nor a recommendation to buy or sell any particular financial instrument.

We wish to offer you transparency in order to build the trust that will allow us to establish a lasting and mutually beneficial relationship.

We hope you find it useful and invite you to contact us should you require any further clarification.

Yours sincerely,

Mercantil Bank (Schweiz) AG

Contents

GENERAL INFORMATION	3
INVESTMENT SERVICES	3
OTHER SERVICES.....	6
INFORMATION ON INVESTOR PROTECTION CLASSIFICATION.....	7
SUITABILITY AND APPROPRIATENESS.....	10
BEST EXECUTION PRINCIPLES	12
CONFLICTS OF INTEREST	13
THIRD-PARTY REMUNERATION (Retrocessions).....	15
RISKS INVOLVED IN SECURITIES TRADING.....	17
PRODUCT INFORMATION	17
COMPLAINTS HANDLING.....	18

GENERAL INFORMATION

About Mercantil Bank (Schweiz) AG

Mercantil Bank (Schweiz) AG (hereinafter “MBS”) is a bank and securities firm established in Zurich, Switzerland. The Bank specialises in the provision of wealth management services to Private Banking clients. MBS is owned by the financial holding company Mercantil Servicios Financieros Internacional, a Panamanian company registered and listed on the Panama Stock Exchange (Bolsa de Valores de Panamá).

For the Mercantil Group, its presence through MBS in Zurich, Switzerland – one of the world’s leading financial centres – is an important step towards its objective of providing Private Banking services to clients in the most important markets.

Contact details and banking licence

Set out below are the contact details of MBS, its regulatory status and the contact details of the supervisory authority:

Mercantil Bank (Schweiz) AG

Kasernenstrasse 1

8004 Zurich

Switzerland

Telephone: +41 43 344 4555

Fax: +41 43 344 4550

contactos@mercantilsuiza.com

MBS is authorised and regulated by the Swiss Financial Market Supervisory Authority FINMA, Laupenstrasse 27, 3003 Bern, and is licensed to operate as a bank and securities firm. It may therefore provide the full range of banking services, including discretionary and advisory mandates, as well as the purchase and sale (brokerage services) and custody of financial instruments, payment services, the granting of loans and securities financing.

The range of products and services offered by MBS depends on the regulations applicable in the client’s country of domicile and may therefore not be (fully) available to all clients.

INVESTMENT SERVICES

Swiss banking operates under the universal banking model. Under this model, a bank may provide financial services in addition to traditional banking.

MBS is able to offer banking, brokerage (execution-only) and investment advisory services, the latter on both a discretionary and a non-discretionary basis.

The advantages of a universal bank include the following: the client can deal with a single institution (relationship managers, documentation, etc.); the various deposit, lending and investment products are shown in a single account statement; and, no less importantly, credit products are secured by the total value of the account, including both bank deposits and eligible investments.

The products and services of MBS include:

1. Banking

- Transaction accounts
- Time deposits
- Loans

2. Investments

- Custody and Brokerage ("Brokerage")
- Advisory
 - Non-Discretionary (Portfolio-based Advisory and Advisory relating to a particular transaction)
 - Discretionary Portfolio Management ("Portfolio Management")

Banking services may be obtained independently of investment services. Investment services require, as a minimum, a transaction account. MBS offers current accounts in various currencies and foreign exchange transactions. The foreign exchange offering includes spot and forward transactions, for both hedging and speculative purposes.

Portfolio Management

Under an investment management mandate, you delegate to MBS the authority to take investment decisions. Your objectives and your financial risk tolerance are our highest priority at all times. MBS offers a range of management mandates covering the common investment objectives that a private banking client may have.

For this service, you sign the relevant agreements. This authorises MBS to manage the assets in the designated account in line with the agreed investment strategy and to define other key features relating to the manner in which the mandate will be executed.

Portfolio-based Non-discretionary Advisory

Under an investment advisory mandate, responsibility for the final investment decisions rests with you, and MBS will not execute any transaction unless you have explicitly instructed it to do so.

Under the Advisory mandate, MBS provides a tailor-made service with personalised investment recommendations. Your relationship manager will keep you informed in accordance with your investment approach and your needs. In addition, you will benefit from active monitoring of your portfolio and will receive suggestions for optimising it.

To receive this service, you sign the relevant agreements establishing the framework, i.e. the scope of the assets, the desired service level and the investment guidelines on the basis of which MBS will issue personal recommendations.

Transaction-related Non-discretionary Advisory

Recommendations under the Transaction-related Non-discretionary Advisory service generally relate to particular transactions; they do not involve in-depth knowledge of the client's needs or the monitoring of a predefined investment strategy. Importantly, this service does not take into account the client's current asset structure and, consequently, it is for the client to decide whether a recommended security is consistent with the client's own selection criteria and requirements for diversifying investment risks. Under this service, MBS may present investment ideas geared to the client's personal level of risk tolerance and in line with the client's knowledge and experience. Under this service, MBS will not propose any investment amount, given that the service has no portfolio context. The recommended securities form part of the universe of investment instruments monitored by MBS.

Non-advised transactions (execution-only)

Non-advised or brokerage transactions are purchase or sale transactions that are not executed within the framework of investment advisory services but are carried out solely on the basis of your request. In such cases, MBS does not assess whether you are in a position to understand the risks associated with the financial instrument concerned, nor does it assess your financial capacity to bear the investment risks associated with the service or the financial instrument, and it does not define any investment objective. The Bank does not carry out any suitability or appropriateness assessment in respect of the financial instrument traded.

Custody Services

MBS provides custody services for a wide variety of financial instruments worldwide on the basis of master custody agreements.

Custody services comprise the safekeeping and administration of bank deposits, as well as of investments in securities and financial products.

With regard to the administration of securities and financial products, MBS processes mandatory or voluntary corporate actions affecting these assets. Dividends, coupons, buy-backs, redemptions, repayments, etc. are processed efficiently and in a timely manner.

MBS outsources certain custody functions to large, reputable specialist institutions which, in turn, may use the services of other, more specialised institutions that may be located in other regions of the world.

Based on service quality and business model considerations, MBS reserves the right to reject certain securities and investment products, including, among others:

- Securities in default;
- Assets without a developed secondary market, including third-party proprietary products;
- Derivative products such as options and futures;
- Positions with nominal values below the minimum tradable size; and
- Complex securitisations with prepayment options.

OTHER SERVICES

Loans or credit facilities to finance securities

MBS may grant you loans to finance transactions in securities and other investments, provided that certain conditions are met and the necessary collateral is furnished. The funds may also be used to meet liquidity needs.

The MBS investment universe

MBS offers access to a full range of financial instruments. The investment universe considered for recommendations under our investment advisory mandates is based on the open product platform of MBS, which comprises products offered by MBS and by a broad range of external providers. However, investment advice is not provided on an independent basis within the meaning of Article 8 of the Financial Services Act (FinSA).

Comparison between financial instruments

All financial instruments are classified according to their Product Risk. The Product Risk Classification (PRC) is a risk indicator based on a risk matrix; it enables the financial risk of investment products of different types and asset classes to be compared. The three relevant risk factors (market risk, credit risk and liquidity risk) are incorporated into the PRC. The PRC is a risk measure for individual instruments and does not take portfolio aspects into account. It may be based on historical data and may therefore vary over the life of a product.

The product risk classification is a further basic component in meeting the regulatory requirements to verify the suitability and appropriateness of proposed investments and to provide the client with transparent and comprehensible information on all risks associated with the proposed investment. The PRC becomes relevant as soon as an adviser needs to assess whether a client is able to bear the financial risk of a specific investment product.

Client statements and other information services

MBS will periodically send you a detailed statement of the financial instruments held in your portfolio, unless you have agreed otherwise with MBS. As a general rule, you may define the frequency and the channel through which you receive your information. In some cases we have defined a standard; for example, in the case of investment management mandates, these statements are issued quarterly.

Trade confirmations

If a securities transaction is carried out on your behalf, MBS will send you a confirmation of execution (trade confirmation).

We may provide other information services, depending on the financial instruments or services you have selected, as well as on your status and the applicable reporting rules.

INFORMATION ON INVESTOR PROTECTION CLASSIFICATION

FinSA defines the following client categories for financial service providers: retail, professional and institutional clients. A different level of protection applies to each category (e.g. with regard to information duties, suitability and appropriateness, and documentation and accountability duties).

MBS classifies its clients as retail or professional clients and does not maintain a separate category for institutional clients, as the latter are afforded the same level of protection as professional clients.

RETAIL CLIENT STATUS

MBS will treat clients as retail clients unless they are informed otherwise. Retail clients receive the highest level of investor protection. They must receive comprehensive information on product risk (e.g. by means of the key information document, or KID) before a service may be provided or a transaction executed. The range of financial instruments available is generally limited to products aimed at retail clients or expressly registered for distribution to retail clients.

PROFESSIONAL CLIENT STATUS

Professional clients are treated as sophisticated investors who have a lower level of investor protection than retail clients, on account of their level of knowledge and experience and their capacity to bear financial losses.

Certain conduct rules do not apply to professional clients (e.g. the KID provisions). Professional clients may access a broader investment universe, which includes financial products aimed exclusively at professional clients or not registered for distribution to retail clients.

EFFECTS OF CLIENT CLASSIFICATION UNDER THE FINANCIAL SERVICES ACT

	Retail clients	Professional clients
Depending on the type of advice, we carry out an appropriateness or suitability test. Under the discretionary portfolio management service, we assess whether the investment strategy meets the suitability requirements. For transactions executed without advice from us ("execution-only" transactions), no appropriateness test is applied.	Yes	Yes*
Under the investment advisory service, we document your needs and the reasons for our recommendation and provide you with the documentation on request.	Yes	Yes
You have access to funds for qualified investors in accordance with the Swiss Federal Collective Investment Schemes Act.	No**	Yes
When you purchase certain financial instruments, we provide you with a product information sheet as part of the investment advice. For execution-only transactions, only where available.	Yes	No (on request only)
We are obliged to execute your securities orders on a best-execution basis.	Yes	Yes (except for OTC derivatives transactions)

*Restricted appropriateness or suitability test: professional clients are presumed to have the knowledge and experience necessary to understand and bear the risks involved in the investment services. To ensure appropriate advice, we continue to enquire about their financial situation.

**Exception: clients who have an asset management or investment advisory mandate with a Swiss financial intermediary regulated by FINMA, or with a foreign intermediary subject to equivalent supervision, are classified as "Qualified Investors" in accordance with the Swiss Federal Collective Investment Schemes Act and may acquire funds for qualified investors within the asset management mandate or the investment advisory mandate. The classification under FinSA remains that of retail client.

HOW TO OBTAIN PROFESSIONAL CLIENT STATUS

Either the client is already classified by law as a professional client (per se professional client), or the client may request a change of classification (opting out). The definition of per se professional clients includes the following:

- financial intermediaries as defined in the Swiss Banking Act (BankA), the Swiss Financial Institutions Act (FinIA) and the Swiss Collective Investment Schemes Act (CISA);

- insurance companies as defined in the Swiss Insurance Supervision Act (ISA);

- foreign clients subject to prudential supervision;
- central banks;
- public entities with professional treasury operations;
- pension funds and institutions whose purpose is to provide occupational pension services, with professional treasury operations;
- companies with professional treasury operations;
- large companies; and
- private investment structures with professional treasury operations established for high-net-worth retail clients.

High-net-worth retail clients may request to be reclassified as professional clients (opting out). To be considered a high-net-worth client, the client must meet at least one of the following statutory requirements:

- the client must have the knowledge necessary to understand the risks associated with the investments, acquired through training, education and professional experience or through comparable experience in the financial sector, and have assets at his or her disposal of at least CHF 500,000; or
- the client must have assets at his or her disposal of at least CHF 2 million.

Direct investments in real estate, claims under social security schemes and occupational pension assets do not constitute eligible financial investments for the purpose of calculating the above-mentioned asset amounts.

Retail clients wishing to move to the professional category may do so by submitting a “Request for classification as a professional client within the meaning of FinSA”. However, it is not possible to opt out only for individual services or for certain classes of financial products; opting out applies to all aspects of the relationship with MBS. Clients must confirm that they meet the necessary conditions in all respects in order to move to the professional category. Clients will be informed in writing once MBS considers that the conditions have been met. From the time this confirmation is sent, MBS will treat such clients as professional clients.

With regard to the offering of collective investment schemes, professional clients and retail clients who have signed a discretionary mandate agreement or an advisory mandate agreement are deemed qualified investors by law. This enables them to invest in collective investment schemes that are offered exclusively to qualified investors.

OPTING IN

Clients who have been reclassified as professional clients may decide to return to the retail client category at any time.

SUITABILITY AND APPROPRIATENESS

Suitability

In order to provide investment services such as Portfolio Management and Portfolio-based Non-discretionary Advisory, MBS will consider whether the services and financial instruments recommended are suitable for you, on the basis of the information provided by you or by the person authorised to give instructions on your behalf. To this end, MBS requests specific information about your circumstances. If MBS does not obtain the necessary information, we may refrain from providing you with advisory services.

For this reason, all clients and instructing parties wishing to receive portfolio-based advisory services are required to provide MBS with the duly signed Client Profile form, as well as the Portfolio Profile form. These two forms are designed to assess the necessary information on the following client circumstances:

- knowledge and experience in relation to the various classes of financial instruments
- investment objectives, including the purpose of the investment, the envisaged time horizon and risk appetite
- financial situation, including an overview of total assets, regular income and the client's future financial commitments

We rely on the accuracy of this information in order to recommend appropriate transactions in suitable financial instruments or to execute such transactions on your behalf, under the relevant agreements. By suitable services and financial instruments we mean those that:

- are consistent with your investment objectives
- entail a level of investment risk that you are financially able to bear;
- involve only risks that you are able to understand on the basis of your knowledge and experience.

You are required to inform MBS immediately of any change in circumstances that may require amendments or updates to the Client Profile or the Portfolio Profile.

The appropriate investment strategy for the assets held with MBS in respect of which the client has signed a portfolio management agreement or a portfolio-based non-discretionary advisory agreement will be defined on the basis of the client profile and the risk profile reflecting the client's risk tolerance. This information and capital market conditions form the basis for selecting the investment strategy for a discretionary or advisory mandate. If a client selects more than one mandate, the alignment of the individual investment strategies will be considered on an overall basis.

If you have been classified as a “professional client”, we assume that you have the knowledge and experience necessary to assess suitability and the associated risks yourself.

Appropriateness

In the case of the Advisory service for an individual transaction, MBS will assess whether you, or the person acting on your behalf, are in a position to understand the risks associated with the financial instrument that is the subject of the individual transaction before the order is placed (appropriateness assessment). To this end, MBS must obtain the necessary information regarding your knowledge and experience (or that of the person acting on your behalf). If a financial instrument is deemed inappropriate, MBS will warn you, before executing the transaction, that your knowledge and experience are not sufficient to understand the risks associated with that instrument. Nevertheless, MBS may provide you with the necessary information and proceed to execute the transaction. Financial instruments traded under the advisory service for an individual transaction are booked in a separate investment portfolio (Trans. Related Advisory). These instruments are subject to periodic monitoring.

MBS does not define any investment strategy for this portfolio.

Non-advised transactions (execution-only)

Non-advised or brokerage transactions are those that are not executed within the framework of investment advisory services but are carried out solely on the basis of your request. In such cases, MBS does not assess whether you are in a position to understand the risks associated with the financial instrument concerned, nor does it assess your financial capacity to bear the investment risks associated with the service or the financial instrument. Financial instruments traded on an execution-only basis are booked in an investment portfolio for which no monitoring services are provided and no investment strategy is defined.

Applicable knowledge and experience

With regard to the verification of knowledge and experience, the assessment will be based on the information provided by the instructing party. This may be you – the client – or a person authorised to act on your behalf. If the relevant person is a non-operating legal entity, we will need to enquire about the relevant knowledge and experience of all authorised signatories. In the case of operating legal entities, we apply a single assessment to all authorised persons of the company. However, if you so wish, the assessment may be applied individually to each authorised person.

Applicable investment objectives and financial situation

With regard to investment objectives and the financial capacity to bear losses, for the purposes of determining suitability the assessment is always based on the circumstances of the account holder or account holders, even where the recommendation is made to an authorised representative.

BEST EXECUTION PRINCIPLES

Best execution

“Best execution” is the obligation to take all steps necessary to obtain the best possible result for clients on a consistent basis when executing transactions for their account and on their behalf (including the use of external financial institutions to execute transactions).

Best execution factors

MBS takes the following execution factors into account in order to obtain the best possible result for its clients:

- **price** – the price at which a financial instrument is executed;
- **cost** – includes implicit costs, such as potential market impact; explicit external costs, such as execution venue fees or clearing and settlement fees; and explicit internal costs (the commissions and fees charged by MBS itself);
- **speed** – the time taken to execute a client’s transaction;
- **likelihood of execution and settlement** – the likelihood that MBS will be able to complete a client’s transaction;
- **size** – the size of the transaction executed for a client and how this affects the execution price;
- nature of the transaction or **any other consideration** relevant to the execution of the transaction (such as market impact) – in other words, how the particular characteristics of a client’s transaction may affect the ability to achieve best execution.

As a general rule, the price of the financial instrument and the costs related to the execution of the order (total consideration) carry the greatest relative weight in obtaining the best possible result. However, the overall result of a particular transaction may be affected by other factors. Accordingly, MBS may in specific cases attach greater importance to execution factors other than price and immediate cost.

Best execution governance

MBS has implemented an internal governance framework that includes a best execution policy defining the principles and provisions governing best execution. This also includes control, monitoring and review processes, as well as information infrastructure relating to the actual execution of orders.

A general review of the best execution and order handling policy and of the execution arrangements is carried out every year in order to measure the integrity and effectiveness of the framework (e.g. reviewing whether the selection criteria continue to lead to the same selection of brokers), or whenever a material change occurs that may affect the ability of MBS to obtain the best possible results for its clients on a consistent basis.

CONFLICTS OF INTEREST

Description

Conflicts of interest arise when business interests are opposed. If not mitigated, they may result in a financial disadvantage for the client.

Types of conflicts of interest

The following non-exhaustive list illustrates situations in which conflicts of interest may arise in relation to:

- the own interest (revenue) of MBS in selling and trading financial instruments, including instruments issued by MBS or an affiliated entity;
- remuneration received from third parties (for further information, see the section “Remuneration”);
- performance-based remuneration of employees and remuneration paid to intermediaries (where applicable and permitted);
- relationships (e.g. service, cooperation or revenue-sharing agreements) that MBS may have with issuers of financial instruments offered or recommended to clients.

Measures taken by MBS to identify conflicts of interest

As a first step, MBS endeavours to identify potential conflicts of interest adequately with a view to resolving them. MBS maintains a register of all identified situations that could give rise to a conflict of interest, for example where MBS:

- avoids a financial loss at the expense of a client;
- has an interest in the outcome of a service provided to a client, or of a transaction carried out on behalf of a client, that is distinct from the client’s interest in that outcome;
- receives a financial or other incentive to favour the interest of one client or group of clients over the interests of another client or group of clients; or

trades instruments for its own account to the detriment of client orders (front or parallel running) and/or receives remuneration in connection with a service provided to the client.

Measures taken by MBS to avoid, resolve or mitigate conflicts of interest

MBS aims to act with integrity and professional skill. With regard to conflicts of interest, MBS has implemented a policy that applies to own-account transactions of employees and of the Bank. Employees are required to comply with this policy at all times.

In addition, MBS has established a broad range of organisational measures to identify, avoid and mitigate conflicts of interest in the best possible manner, as shown in the following illustrative description:

- organisational procedures to safeguard client interests (e.g. confidentiality areas, information barriers, segregation of responsibilities, segregation of technical functions);
- rules on accepting, giving and disclosing remuneration (including gifts and/or entertainment);
- rules on employees' own-account transactions;
- an approval and review process for employees to accept external offices or mandates or secondary employment, or to hold substantial shareholdings.

Controls applied by MBS in relation to conflicts of interest

MBS has implemented a series of controls within the business units, in addition to independent control functions, to ensure that its conflicts of interest measures and policies are adequate and are complied with. These controls include, among others:

- an independent compliance department reporting directly to the Bank's Audit Committee and, through it, to the Board of Directors. Its duties consist of overseeing the identification, prevention and resolution of conflicts of interest; and
- trade surveillance and reporting principles, supported by state-of-the-art automated business rules (business rule engines) to identify abusive and even illegal trading patterns.

Disclosure of conflicts of interest and consent to act

MBS makes every effort to identify, avoid or mitigate any conflict of interest that may arise in connection with the services offered to clients.

If the measures implemented cannot prevent disadvantages for clients, or can do so only with disproportionate effort, MBS will disclose the conflict to the client in an appropriate manner.

Statement on the Market Offer Considered and Conflicts of Interest (FINMA Circular 2025/2)

In the context of providing our investment and advisory services, we expressly inform our clients of the range of financial instruments considered:

Scope of the market analysis:

The range of financial instruments analysed comprises a combination of own products and third-party products.

Conflict of Interest Management: Our institution has implemented strict organisational and administrative measures to identify, prevent and manage any conflict of interest that may arise in the selection of investment products. Should an unavoidable conflict of interest exist that could be detrimental to the client, the client will be explicitly notified prior to execution of the transaction.

THIRD-PARTY REMUNERATION (Retrocessions)

Description

Third-party remuneration (retrocession) is a benefit that MBS may receive from another legal entity (including Group companies or third parties) and that is not paid to it directly out of client funds or on behalf of a client.

The most common form of remuneration arises between providers and distributors of financial instruments, whereby providers pass on part of the revenue they earn from the financial instruments to a distributor in return for distribution services.

For example, in the area of investment funds, the fund provider charges the investor a management fee for managing the fund's assets, which is disclosed in the fund prospectus. The fund provider may use part of the revenue from this management fee to remunerate distributors, such as banks or financial advisers, for access to their distribution network or for the administrative effort involved in distributing the fund provider's products.

Regulation of third-party remuneration

As remuneration may give rise to potential conflicts of interest, its receipt and payment are strictly regulated. Clients must be duly informed of the existence of such remuneration and must expressly waive their right to receive it; otherwise, MBS would be obliged to pass the remuneration received on to the client.

Within discretionary portfolio management services involving investments in collective investment schemes, as a general rule, the Bank receives remuneration from the fund manager. Within the scope of non-discretionary advisory services, MBS endeavours to recommend the best investment products (both with and without remuneration), always taking into account their suitability and appropriateness, as well as any investment restrictions imposed by the investment product itself.

Fee schedule and detailed information: The client is entitled to request at any time a detailed breakdown of the costs, commissions and inducements associated with the products or services offered.

Calculation of remuneration

The amount of remuneration depends on the financial instrument, its provider and the volume of assets invested in the financial instrument. For further information on the calculation of remuneration received from third parties, please refer to the Custody Account Regulations.

Fees that a client pays directly to MBS, such as advisory, custody or transaction fees (including fees embedded in the issue price of an instrument), are not regarded as third-party remuneration.

The client expressly agrees that MBS is entitled to receive and retain such third-party remuneration in accordance with the terms set out in the relevant service agreements and/or other bank documents.

Remuneration paid by MBS to third parties

If MBS has established a business or account relationship with a client through a third party acting as an external asset manager, it may pay that third party a corresponding fee (based on revenue, transactions or assets), on either an ongoing or a one-off basis. Another example is where the client receives custody and trade execution services from MBS through another financial intermediary; in that case, MBS may pay that intermediary a fee on an ongoing or one-off basis.

MBS informs its clients of the existence and nature of such payments to third parties where such a relationship exists. In addition, each of these parties must comply with its own obligations relating to remuneration, in particular with regard to restrictions on receipt, disclosure duties and the handling of conflicts of interest. MBS assumes no responsibility for the obligations of a third party in this regard.

RISKS INVOLVED IN SECURITIES TRADING

Trading in financial instruments involves financial risks. These risks may differ considerably depending on the financial instrument concerned. MBS provides the brochure entitled “Risks Involved in Trading Financial Instruments” prepared by the Swiss Bankers Association. The characteristics and risks associated with the most common financial instruments are described in the brochure “Information on the risks inherent in investment products”. Clients who decide to take out personal loans with MBS additionally receive the brochures “Risks in Lombard Loans” and “Margin Purchases”.

Warning on complex and leveraged instruments (CFDs): Trading in contracts for difference (CFDs), leveraged derivatives and complex structured products entails a high level of risk of rapid loss of capital owing to leverage. For transactions in such instruments with retail clients, the Bank provides the prior information documentation and specific warnings regarding the possibility of losing the capital invested. If you are unsure about the risks of specific instruments or have further questions, your client adviser will be pleased to assist you.

PRODUCT INFORMATION

In addition to the brochure “Risks Involved in Trading Financial Instruments”, and in accordance with the requirements of FinSA, prior to the provision of an advisory service or the execution of an order relating to complex financial instruments aimed at retail clients, the Bank will mandatorily provide the corresponding Key Information Document (PRIIPs KID / BIB), which contains information on costs, the risk profile and the essential characteristics of the product.

COMPLAINTS HANDLING

Client feedback and complaints are received by the Call Center on telephone number +41 43 344 4555.

Clients also have at their disposal a dedicated e-mail address to which they may send their complaints or claims: quejas@mercantilsuiza.com

Requests may also be sent by post addressed to:

Mercantil Bank (Schweiz), AG.
Compliance Department
PO Box 9758
CH-8036 Zürich,
Switzerland

Finally, complaints may be dealt with directly by your relationship manager or the client's contact person.

Clients must include the reason, as well as their contact details and account number, in the written complaint. MBS will endeavour to handle feedback and concerns as promptly as possible, in accordance with its internal complaints policy.

If a client considers a response to be inadequate, MBS would appreciate being informed so that it can re-examine the matter. If a client is dissatisfied with the treatment received, the client may contact the Swiss Banking Ombudsman at the following address:

Swiss Banking Ombudsman
Bahnhofplatz 9
P.O. Box
CH-8021 Zurich

www.bankingombudsman.ch