

Information for our customers regarding investor protection and the Financial Services Act (FinSA)

Version: November 2023

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1. Introduction

The purpose of the Federal Act on Financial Services (FinSA) is both to improve customer protection and to create comparable regulatory framework conditions for the provision of certain financial services by various financial service providers (banks, asset managers, etc.). The focus here is on rules of conduct with which financial service providers must comply vis-à-vis their customers when providing financial services. These rules of conduct supplement the provisions of civil law that already govern the contractual relationships between customers and the Bank.

These rules of conduct supplement the provisions of civil law that already govern the contractual relationships between customers and the Bank. Cembra Money Bank Ltd. (hereinafter «Cembra») performs transactions on an execution-only basis with its own medium-term notes and therefore falls under FinSA.

The following information is provided solely for information purposes as required by law. This information expressly does not serve any marketing purposes and does not constitute an invitation or an offer to provide a financial service or a recommendation to buy or sell a financial instrument.

The current version is available at cembra.ch/en/savings/medium-term-notes.

2. Information about Cembra and its supervisory authority

Cembra is one of the leading Swiss providers of financial products and services. Its product range includes consumer loans, vehicle financing, credit cards, insurance products, deposit accounts and medium-term notes. Cembra has been listed on the Swiss stock exchange since October 2013. Cembra's head office is located in Zurich-Altstetten.

Cembra's contact information

Cembra Money Bank Ltd.
Bändliweg 20
8048 Zurich
T +41 (0) 44 439 81 11

Supervisory authority

As an independent Swiss bank, Cembra is subject to the Swiss Federal Act on Banks and Savings Banks and supervised by the Swiss Financial Market Supervisory Authority (FINMA).

FINMA's contact information

Swiss Financial Market Supervisory Authority FINMA
Laupenstrasse 27
3003 Bern
T +41 (0) 31 327 91 00
finma.ch/en/contact

3. Complaint handling procedure and ombudsman service

Cembra's aim is to meet its customers' expectations to the best of its ability. If this is ever not the case, Cembra shall endeavour to find an amicable solution. You are welcome to submit feedback and complaints using the following contact details:

Cembra Money Bank Ltd.

Savings
P.O. Box
8048 Zurich
T +41 (0) 44 439 54 45

If no amicable solution can be found, our customers can avail themselves of the free mediation procedure before the Swiss Banking Ombudsman as a neutral ombudsman service.

Please note that the ombudsman service normally only takes action after customers have informed Cembra in writing of their respective concerns and Cembra has had the opportunity to state its position.

The Swiss Banking Ombudsman's contact information

Swiss Banking Ombudsman
Bahnhofplatz 9
P.O. Box
8021 Zurich
bankingombudsman.ch/en/about-us

4. 4. Customer segmentation

The FinSA specifies the segmentation of customers to whom FinSA-relevant financial services are provided. For the purpose of segmentation, a distinction is made between retail customers, professional customers and institutional customers. The group of professional and institutional customers is defined in the Act. Retail customers, on the other hand, are all customers that are not classified as professional or institutional customers. In the course of implementing the FinSA, Cembra shall introduce the aforementioned customer segments and informs its professional and institutional customers of their classification into the relevant customer segment.

- **Retail customers**
Retail customers enjoy the highest possible level of protection by complying with all rules of conduct.
- **Professional customers**
For professional customers, under the FinSA, the duties of disclosure and the suitability and appropriateness checks do not apply.
- **Institutional customers**
Under the FinSA, the rules of conduct do not apply to institutional customers. Accordingly, there is no legal obligation to comply with the information, documentation and accountability obligations. There are also no legal requirements regarding transparency and due care or the conduct of an appropriateness and suitability test.
- **Change of customer segment**
Cembra shall grant the option of changing customer segment **only to institutional and professional customers**, provided that the corresponding prerequisites for changing segments are met. For further information and to obtain the relevant forms, please contact:

Cembra Money Bank Ltd.
Institutional Sales
P.O. Box
8048 Zurich
T 044 439 83 34
institutionals@cembra.ch

A change of segment is not possible for retail customers, as Cembra wishes to provide this customer segment with the best possible protection and classification as a retail customer under Cembra's business model does not have any adverse effects on the product selection in the FinSA-relevant area.

5. Information on services and prices

The services and prices for savings products are listed in the overview «Services and prices for savings products».

This overview is provided in connection with the establishment of a banking relationship and forms an integral part of the basic agreement. Cembra informs its customers of changes and adjustments to the services and prices of savings products of Cembra Money Bank Ltd. A current version of the overview is available at cembra.ch/en/savings/deposit-account.

6. Execution-only – NO suitability and appropriateness test

The FinSA requires a financial service provider to carry out a suitability and appropriateness test when providing asset management or investment advisory services. However, this requirement does not apply to the mere execution or transmission of customer orders (execution-only services). Cembra provides its services for all savings products exclusively on an execution-only basis and thus does not carry out a suitability and appropriateness test in relation to the execution or transmission of customer orders. This information regarding the non-performance of the suitability and appropriateness test is provided only once here.

7. Conflicts of interest

Cembra shall not accept any retrocessions or other compensation from third parties and its internal remuneration policy is also designed so as to avoid any conflicts of interest or misguided incentives.

Cembra has defined internal rules and made its employees aware of the need to avoid potential conflicts between the interests of the employee and those of Cembra or the customers, as the case may be. If, however, potential conflicts of interest are identified, Cembra has taken measures to treat them in accordance with the applicable legal requirements.

8. Documentation, rendering of account and delivery

Cembra shall document the services agreed with and provided to the customers and the information collected about the customers.

Upon request, Cembra shall provide the customer with a copy of the client file pursuant to Art. 72 FinSA. Cembra shall accept requests to assert the right for delivery of documentation exclusively using the Bank's own forms, which are available at cembra.ch/en/savings/medium-term-notes.

Documentation concerning the financial services agreed with and provided to the customer and the associated costs as well as the current valuation of medium-term notes are contained in the electronic client file, which the customer may inspect online any-time via e-banking. As part of the online application process, the customer acknowledges and expressly consents to the documentation for fulfilling the right of rendering an account pursuant to Art. 16 FinSA being made available exclusively via e-banking.

9. Risk and product information

Risk information

Transactions in financial instruments involve opportunities and risks. It is therefore important that our customers know and understand the risks associated with the purchase of a Cembra medium-term note before using Cembra financial services. The risk brochure of the Swiss Bankers Association, which contains relevant information on the typical features and risks of financial instruments, is available at [swissbanking.ch/en/downloads](https://www.swissbanking.ch/en/downloads).

Product information

In addition to the general information in connection with trading in financial instruments in the above-mentioned risk brochure of the Swiss Bankers Association, the specific product features of Cembra medium-term notes are described in the fact sheet «Medium-term notes of Cembra Money Bank Ltd., Zurich». The fact sheet is available at [cembra.ch/en/savings/medium-term-notes](https://www.cembra.ch/en/savings/medium-term-notes).

The document may also be made available in printed form upon request. To request this, please contact:

Cembra Money Bank Ltd.

Savings

P.O. Box

8048 Zurich

T +41 (0) 44 439 54 45

funding@cembra.ch