



Client information

Information about Helvetische Bank AG

Helvetische Bank AG (the 'Bank') offers financial services in the areas of portfolio management, investment advice and execution-only transactions. The Bank's registered office is at Seefeldstrasse 215, 8008 Zurich, Switzerland. The Bank is registered in the Swiss Commercial register as an Aktiengesellschaft (company limited by shares).

The Bank is authorised to operate as a bank by the Swiss Financial Market Supervisory Authority (FINMA), which acts as the Bank's supervisory authority. The financial services provided by the Bank are subject to the provisions of the Swiss Financial Services Act (FinSA).

How can I contact the Bank?

Clients can communicate with the Bank in English or German. The Bank can be reached at:

Helvetische Bank AG
Seefeldstrasse 215
8008 Zurich
Switzerland
www.helvetischebank.ch/en

+41 44 204 56 00
info@helvetischebank.ch

Further details on communication between the parties can be contractually regulated on an individual basis.

Which contractual terms and other terms and conditions apply?

The rights and obligations that apply between the Bank and the client regarding the provision of financial services are regulated in the individual service agreement. The Bank's General Terms and Conditions as amended from time to time also apply and can be found at <https://www.helvetischebank.ch/en/regulatory>. The client information provided here serves as supplementary information.

What are the classifications for clients?

The Bank is obliged to classify clients into one of the following segments: retail client, professional client and institutional client. The scope of the individually applicable duties of conduct varies depending on the client segment and the service. Clients are informed of their classification.

Retail clients

Retail clients are clients who cannot unequivocally be assigned to the professional or institutional client segments. Retail clients enjoy the highest level of statutory protection.

Professional clients

Professional clients are:

- Public entities with professional treasury operations (professional treasury operations are in place if a qualified specialist with experience in the financial sector is permanently responsible for managing funds and carries out their activities within or outside of the company or private investment structure)
- Occupational pension schemes with professional treasury operations and other occupational pension institutions providing professional treasury operations
- Companies with professional treasury operations
- Large companies (a company that exceeds two of the following: a) total assets of CHF 20 million, b) turnover of CHF 40 million, c) equity of CHF 2 million)
- Private investment structures with professional treasury operations created for high-net-worth retail clients.



Professional clients have a lower level of protection than retail clients. In contrast to its approach to retail clients, the Bank can assume that a professional client has sufficient experience, knowledge and expertise to make investment decisions and adequately assess the associated risks, and that the professional client can financially bear the risks associated with investment decisions.

Furthermore, professional clients may choose to release the Bank from applying the code of conduct as set out under Articles 8, 9, 15 and 16 FinSA (information, documentation and rendering-of-account obligations).

Institutional clients

According to FinSA, clients can only be classified as institutional clients if they are legal entities subject to supervision, such as 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 equally prudential supervision, central banks, and national and supranational public entities with professional treasury operations. Institutional clients have the lowest level of protection. The code of conduct set out under Articles 7–19 FinSA does not apply per se to this client segment.

Changing client segment

The options for changing the assigned client segment are as follows:

- Retail clients can contact the Bank in writing at any time to request that they be reclassified as a professional client, provided that they meet at least one of the following criteria:
 - On the basis of training, education and professional experience or on the basis of comparable experience in the financial sector, the client possesses the necessary knowledge to understand the risks associated with the investments and the client has assets of at least CHF 500,000 at their disposal
 - The client has assets of at least CHF 2 million at their disposal
- Occupational pension schemes and other occupational pension institutions with professional treasury operations and companies with professional treasury operations can state that they wish to be classified as an institutional client instead of a professional client
- Professional clients may request that they be reclassified as a retail client
- Institutional clients may state that they wish to be classified as a professional client

By changing segment, the client will have the level of protection offered for the new segment. All declarations relating to a change of client segment must be made in writing, without exception.

The client must inform the Bank of any and all changes that may influence the client's classification. If the Bank becomes aware that the client no longer meets the conditions for the client segment in which they are categorised, the Bank is obliged to be proactive and to amend the classification. In such a case, the Bank will inform the client without delay.

Which financial services are offered?

Portfolio management

Portfolio management is intended for clients who, within the framework of the Bank's investment policy and criteria individually defined and set out in writing (investment strategy), would like to entrust the management of their portfolio to the Bank in full. Depending on the client's classification, the investment strategy takes into account the client's knowledge and experience as well as their investment objectives and financial situation. A portfolio management agreement authorises the Bank to carry out investments at its own discretion.

Investment advice

Investment advice is intended for clients who would like to receive recommendations with regard to transactions with financial instruments. In contrast to portfolio management, every investment decision is made by the client themselves. With investment advice, the decision-making authority – and therefore ultimately the responsibility for the investment – lies solely with the client. Custodian relationships that include investment advice are oriented and structured differently – sometimes significantly – compared with portfolio management. FinSA makes a distinction between investment advice for individual transactions where the entire client portfolio is not taken into account (transaction-focused investment advice) and investment advice where the client portfolio is taken into account (portfolio-focused investment advice).



Execution-only

Transactions with financial instruments that are not based on an investment decision or an investment recommendation from the Bank and are exclusively to be executed at the client's behest are handled by the Bank as execution-only transactions. The Bank does not conduct appropriateness or suitability assessments (see below) for these transactions.

What are appropriateness and suitability assessments?

When making decisions, the Bank relies on information provided by the client and the fact that this is correct. If the client does not provide the requested information and details in full or at all, the Bank will not be able to adequately provide its services to the client.

Suitability assessment

As part of its portfolio-focused investment advice and portfolio management services, the Bank must – depending on the classification of the client – obtain various pieces of information from the client in order to ensure that the Bank only provides investment recommendations and makes investment decisions that are suitable for the client (suitability assessment). Where relevant, this information includes details of:

- The client's knowledge and experience in relation to the agreed financial service
- The client's investment objectives, including:
Details of the investment horizon, the purpose of the investment, the client's risk capacity and risk appetite, and any investment restrictions
- The client's financial situation, including:
Details of the client's regular income (type of income and amount of income), the client's assets and the client's current and future financial obligations

Using this information as a basis, in collaboration with the client the Bank creates a risk profile and agrees an investment strategy.

Appropriateness assessment

In the case of transaction-related investment advice, the bank must, depending on the respective client category, check whether the investment recommendations made are appropriate for the client and must obtain information on the client's knowledge and experience in the investment business for this purpose (appropriateness assessment).

Assumptions in the case of professional clients

In the case of professional clients, the Bank assumes that the client in question has the necessary knowledge and experience and that they can bear the financial risks associated with the investment decisions made and investment recommendations provided.

Agency relationships and joint accounts

When determining the knowledge and experience of legal entities or in the case of a power of attorney, the Bank shall gear its approach towards the person dealing with the Bank. If the authorised person only has collective signing authority, then all of the persons concerned must have the necessary knowledge and experience. When determining financial situation and investment objectives, the Bank shall in all cases use the account holder as the basis for its assessment. In the case of accounts with two or more account holders, the Bank shall in all cases gear its approach towards the person with the weakest financial situation and/or lowest risk capacity.

Which market offering does the Bank consider when selecting financial instruments?

The Bank offers access to a comprehensive range of financial instruments, such as securities, uncertificated securities and intermediated securities, precious metals, currencies and fixed-term deposits. When the Bank selects financial instruments as part of its portfolio management or advisory mandate, it may consider products from the Bank itself as well as products from a wide range of third-party providers.



The vast majority of the Bank's investment fund universe comprises products from more than 40 carefully selected external fund providers. This makes it possible for the Bank to objectively select the best available products.

In addition, the Bank creates its own structured products that are issued by the Bank itself, and it also works closely with a small number of carefully selected issuers. The structured products are made available to the Bank's clients and to external investment companies.

If the characteristics of the Bank's own financial instrument are comparable with corresponding third-party offerings, the Bank may recommend or select its own instrument.

General principles for dealing with conflicts of interest

The Bank endeavours to safeguard and harmonise the interests of its clients, shareholders and employees. However, conflicts of interest cannot always be avoided. Generally speaking, conflicts of interest can arise between the Bank, its employees and its clients or between clients and the Bank. Therefore, the Bank has established the following organisational measures for dealing with potential conflicts of interest:

- Measures for recognising conflicts of interest (e.g. duties to report and to disclose)
- Measures for preventing information from being shared where doing so could be contrary to the interests of the client (Chinese walls)
- Functional separation of the organisation and of the management of employees, insofar as their primary tasks could lead to a conflict of interest between clients themselves or between the interests of the clients and those of the company
- Measures to avoid situations where employees who are involved in different financial services at the same time or immediately one after another are assigned tasks that may compromise the proper handling of conflicts of interest
- Establishment of a remuneration system that does not incentivise the flouting of statutory obligations or damaging behaviour towards clients
- Issuance of regulations governing the acquisition and disposal of financial instruments or conducting of other transactions on financial markets by employees for their own account (staff transactions)

Conflicts of interest that cannot be avoided through these measures are disclosed to the client before the service is provided.

What costs are there?

Various costs will arise while the Bank fulfils its mandate. The Bank will invoice its costs in accordance with the relevant contract. However, additional costs may arise, such as third-party service costs (transaction costs, e.g. brokerage) or product costs relating to the acquisition or disposal of financial instruments (e.g. issue surcharges).

Clients can obtain detailed information on costs from their client adviser.

Who can the client contact if there is a dispute?

The Bank always strives to provide the best possible service to its clients. However, if a client is unsatisfied with the service it has received from the Bank, the client can instigate mediation proceedings through the Ombudsman Financial Services Provider (OFD), Bleicherweg 10, 8002 Zurich, Switzerland.