Julius Bär

WEALTH MANAGEMENT

Information letter for consumers in accordance with the Act of 8 March 2023 on accessibility requirements for products and services, current version.

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With this information, Bank Julius Baer Europe S.A. (the "Bank", "we", "us") complies with the requirements of Section 15(2)(2) of the Luxembourg Act of 8 March 2023 on accessibility requirements for products and services, current version (the "Accessibility Act").

The Accessibility Act is intended to ensure the accessibility of products and services offered by companies. That means: companies must guarantee that all consumers have easy access to the products and services on offer. They should not be dependent on outside help. The aim is for all consumers to be able to participate in society.

Please note: this information is intended to explain our wealth management and our services in connection with wealth management to you in an easily understandable way. It is not **legally binding**. Only your contract documents are legally binding.

This information letter is divided into 4 parts:

Part 1 contains specific information.

Here we explain wealth management and our services in connection with wealth management to you.

Parts 2, 3, and **4** contain general information.

- Not satisfied with our services?

  In **Part 2**, we inform you how you can contact us and what options you have if you have a complaint.

- Would you like to know how we fulfil the requirements of the Accessibility Act with our services?

  In **Part 3**, we inform you about the accessibility features of our service.

- Having problems with the accessibility of our services?

  In **Part 4**, we tell you who you can contact in this case. Here you can also find information on the competent supervisory authority in Luxembourg.

CONTENTS

1 Explanation of our service 2
1.1 What is wealth management? 2
1.2 What are financial instruments? 2
1.3 What is the wealth management process? 2
1.4 Prerequisites for the execution of wealth management 2
1.5 Execution of wealth management 2
1.6 Information on the execution of wealth management 2
1.7 What costs do you incur for wealth management? 3
1.8 What are the termination conditions? Is there a specific contract term? 3
1.9 Do you have the right to change your mind? 3
2 Your options for contacting us or submitting a complaint 3
3 Accessibility features of our services 4
3.1 ccessibility of services 4
3.2 Accessibility of this information 4
3.3 Accessibility of documents relating to our services 4
4 Responsible supervisory authority 4

LU-02513-EN 1-1316 EN_LU_00
20250721

1 EXPLANATION OF OUR SERVICE

In this section, we explain wealth management and our associated services. We inform you about how wealth management works and its main features.

1.1 What is wealth management?

Wealth management involves investing your assets in financial instruments (see 1.2).

In concrete terms, wealth management involves the following: we as the Bank, invest your assets in various financial instruments. We also take care of the management of your investments. The collection of your investments is called a portfolio.

You decide with us how we should invest your assets. We then make individual decisions for you regarding the investment of your assets. We do not discuss the decisions with you. That means: we act independently. However, we always adhere to the guidelines that we have previously agreed with you (see 1.3).

1.2 What are financial instruments?

The term "financial instruments" is used in laws relating to banks. It appears, for example, in the Luxembourg law of 5 April 1993 on the financial sector. Financial instruments include:

- securities, for example equities, bonds, certificates, and warrants
- shares in investment funds
- derivatives

1.3 What is the wealth management process?

We can only carry out wealth management if certain conditions are met (see 1.4). Only then may we act independently on your behalf (see 1.5). During the execution of our service, we will inform you regularly about your portfolio and our actions (see 1.6).

1.4 Prerequisites for the execution of wealth management

We need certain information from you in order to carry out wealth management. We therefore ask you for certain personal details and your wishes regarding the investment of your assets. This is required by law: we may not conclude a wealth management contract with you without your details. Your details help us to understand your interests and needs.

We need the following details from you:

- Financial circumstances (What is your income? What are your expenses? What are your assets?)
- Ability to bear losses (What financial losses could you cope with?)
- Investment objectives (What do you want to achieve with the investment of your assets? For example: long-term wealth accumulation)
- Investment horizon (For how long would you like to invest your money?)
- Risk tolerance (What financial risks are you willing to take? For example: fluctuations in value, losses)
- Sustainability preferences (Should sustainability criteria be taken into account when investing your wealth? For example: investments that contribute to the achievement of an environmental objective)
- Experience and knowledge of investing wealth in financial instruments / experience and knowledge of services in connection with financial instruments

Based on the information you provide, we work with you to determine how we should manage your wealth. To this end, we define investment guidelines with you.

You also need a custody account and a clearing account for the execution of wealth management. A custody account is a special bank account. We hold and manage your financial instruments in your custody account. A custody account also includes a clearing account. We book all monetary amounts via your clearing account.

1.5 Execution of wealth management

Before we conclude a wealth management contract with you, we will inform you of the expected costs.

After concluding the contract and opening your custody account and your clearing account, you provide us with money and securities. Then we start with wealth management. From this point onwards, we act independently and buy and sell financial instruments. Our decisions follow the investment guidelines.

1.6 Information on the execution of wealth management

You will receive regular reports from us with specific information on the implementation of wealth management. In most cases, the information relates to a specific period, the reporting period. This usually lasts 3 or 12 months. Some of the information in the report relates to a cut-off date. This cut-off date is usually the last business day of the reporting period.

The reports may contain the following information:

- Composition and valuation of your portfolio (Which financial instruments did your portfolio contain on the cut-off date? How much were the individual financial instruments worth on the cut-off date?)
- Performance of your portfolio during the reporting period (How did the value of your financial instruments develop during the reporting period?)
- Fees and costs (What were the wealth management costs in the reporting period?)
- Account statuses of your clearing account at the beginning and end of reporting periods
- Payments received, for example dividends and interest
- Individual transactions, i.e. purchases and sales of financial instruments
- Statement of suitability, i.e. an explanation of how our actions match your investment objectives and preferences and comply with the investment guidelines

We usually inform you about the current composition and performance of your portfolio four times a year (every quarter).

We also inform you if losses in the value of your portfolio exceed certain thresholds. A threshold is reached when the initial value of your portfolio has fallen by a certain percentage during the reporting period. Certain threshold values are defined by law. However, you can also agree lower thresholds with us.

LU-02513-EN 1-1316 EN_LU_00
20250721

We may have agreed sustainability criteria with you in the investment guidelines. If this is the case, you will also receive a report from us every year. The report documents how your sustainability preferences have been taken into account in wealth management.

1.7 What costs do you incur for wealth management?

There are various costs associated with wealth management that you should be aware of. First, you usually have to pay management costs. This might be, for example, a specific fee for wealth management, which we charge as a flat rate or as a percentage of your portfolio. You may also have to pay transaction costs if we buy or sell financial instruments for you.

Before we conclude a wealth management contract with you, you will receive cost information from us. This cost information is an estimate of all costs and follow-up costs that are likely to be associated with wealth management.

You also receive an annual overview of all the costs that you have actually incurred for wealth management in the past year. This cost overview is called an ex post cost statement.

1.8 What are the termination conditions? Is there a specific contract term?

You can terminate the wealth management contract at any time. You do not have to observe a termination period. You must notify the Bank of termination in writing.

The Bank may terminate this agreement by giving four weeks' notice to the end of any month

There is no minimum term for wealth management contracts. In the event of your death, the contract remains effective until it is terminated by one of the entitled heirs or executors.

The client is entitled to terminate this contract in writing at any time; if there are several authorised representatives, each authorised representative has the right to do so on behalf of all other authorised representatives. Transactions that have not yet been concluded at the time of receipt of the termination letter must be concluded by the Bank as soon as possible. However, the client remains legally bound to these transactions.

The Bank may terminate this agreement by giving four weeks' notice to the end of any month.

In the event of termination, fees will be charged on a pro rata basis. Any fees paid in advance will be refunded to the client on a pro rata basis. Any portion of the fees to be invoiced or refunded shall be due immediately upon dispatch of the related invoice following termination.

In the event of the termination of this contract or a change in the investment strategy, the Bank is entitled to request redemption for or to otherwise liquidate or sell the investment instruments (funds and structured products) in which investments have been made exclusively under this contract and/or which are not transferable.

This contract shall remain effective even after the death of the client. In the case of several heirs or executors, the Bank is only obliged to communicate with a single person authorised by the heirs or executors. In the event of revocation by one or more heirs or an executor, all instructions and the power of attorney for all heirs shall be cancelled. The Bank may demand that the party cancelling the power of attorney submit proof of inheritance from the heir or corresponding proof from the executor.

1.9 Do you have the right to change your mind?

You can cancel the custody account agreement and the wealth management agreement within 14 days. However, this only applies if the contracts were concluded as distance selling transactions, for example via the Internet or by telephone, or during visits to the client. Then you will receive certain legal information from us. The cancellation period begins after you have concluded the contract and received all legal information. You will only receive cancellation instructions from us before the contract is concluded if you have a right of cancellation.

2 YOUR OPTIONS FOR CONTACTING US OR SUBMITTING A COMPLAINT

Naturally we look forward to hearing your feedback. Please speak directly to your advisor, who will be happy to help you. They are your direct contact, especially for feedback regarding advice (e.g. performance, transactions, banking services, price and service catalogue, IT systems). Many things can be solved in this way in an unbureaucratic and satisfactory manner. Alternatively, please send your complaint in writing to the following address:

Bank Julius Baer Europe S.A.
ATTN Complaint management / Beschwerdemanagement
14, rue Edward Steichen,
L-2540 Luxembourg
E-mail: ComplaintManagement.Lux@juliusbaer.com

You are also free to address your complaint directly to our management. In any case, please make sure to provide us with the following information about your complaint:

- reason for your complaint or description of the error you have identified
- your contact details (name, address, and account or custody account number)

We will confirm receipt of your complaint within a maximum of 10 working days and endeavour to respond as quickly as possible within a maximum of one month. If it takes longer to respond in individual cases, you will be informed accordingly. If your complaint relates to payment services, the Bank will provide feedback within 15 days.

If you are not satisfied with our response, you can address your complaint directly to the Commission de Surveillance du Secteur Financier (CSSF):

The CSSF is responsible for handling client complaints (from natural or legal persons) directed against the companies it supervises. The CSSF acts as a mediating body with the aim of settling the dispute between the complainant and the company out of court. In its function as an out-of-court dispute resolution body, the CSSF acts in accordance, in particular, with the European provisions on the out-of-court resolution of consumer disputes. These have been transposed into Luxembourg law and were introduced into the Code of Consumption in 2016.

The CSSF is on the list of out-of-court dispute resolution bodies established and published by the European Commission within the meaning of Article 431-1 of the Code of Consumption. Complaints are handled by the Legal Department Consumer Protection / Financial Crime.

The out-of-court settlement of complaints is voluntary and free of charge.

LU-02513-EN 1-1316 EN_LU_00
20250721

In order to facilitate the submission of complaints, the CSSF offers a complaint form on its website:
https://www.cssf.lu/de/kundenbeschwerden/

The complaint form can be submitted directly online or by post, fax, or e-mail:

- by post to the following address:

  Commission de Surveillance du Secteur Financier
  Département Juridique CC
  283, route d'Arlon
  L-2991 Luxembourg

- by fax to the following number:

  (+352) 26 25 1-2601

- by e-mail to the following e-mail address:

  reclamation@cssf.lu

3 ACCESSIBILITY FEATURES OF OUR SERVICES

Would you like to know how we fulfil the requirements of the Accessibility Act with regard to our services? In this section we inform you about the accessibility features of our services.

Background:

The Accessibility Act obliges us, among other things, to observe guidelines for accessible web content. These guidelines are intended to enable all people, especially people with disabilities, to access web content. The guidelines are based on four principles of accessibility:

- **Perceptibility:** as many people as possible should be able to access information and IT functions. This means, for example, that we want to ensure that an alternative means of perception, such as written text, is available for every image or graphic.

- **Usability:** as many people as possible should be able to use the IT functions. This means, for example, that we want to ensure that our web content can be operated with an ordinary keyboard.

- **Comprehensibility:** as many people as possible should be able to read and understand the web content clearly. For example, wherever possible, we always provide our web content in simple and understandable language.

- **Robustness:** web content must be compatible with so-called assistive technologies as far as possible. Assistive technologies include, for example, programs for reading aloud or enlarging web content, but also for converting speech into text. This means, for example, that we want to ensure that important standards for the use of assistive technologies are adhered to, such as the technical structure and labelling of the content.

We fulfil the requirements of the Accessibility Act by implementing these principles in our services wherever possible.

3.1 ccessibility of services

Here are the accessibility features of our service in conjunction with wealth management:

- We can send you the wealth management contract by post or in electronic form as a PDF by e-mail. Please contact your client advisor and ask for dispatch via your preferred channel.

- We can also hand over the wealth management agreement to you personally.

- We will be happy to provide you with the information on the execution of wealth management mentioned under 1.6 by post, e-mail, or in your e-banking portal / banking app. This depends on which preferred communication channel you have agreed with the Bank.

- Our banking apps have various sensory channels, for example: descriptions of elements such as images and graphics that have no text; optimisation of contrasts; adjustment of text size and line spacing; input with the help of a keyboard .

3.2 Accessibility of this information

The accessibility features of this information are as follows:

- We make this information available to you via various access channels, namely through personal handover by your relationship manager or via the Bank's website (www.juliusbaer.com).

- We endeavour to ensure that this information is expressed clearly. Level B2 of the Common European Framework of Reference for Languages is generally not exceeded.

Note: this does not apply to the actual service contract or the General Banking Conditions (GTC) and pre-contractual information associated with the service contract.

- The layout of this information has a special design, and the description of the typography used, e. g. the font, line length, line spacing, and highlighting of important text, has been designed to be user-friendly.

3.3 Accessibility of documents relating to our services

The accessibility features of documents related to our services (including this information) are as follows:

The documents are perceptible. That means:

- Certain documents have the PDF-UA format and/or are web-based. This format can be converted into other formats. They can be enlarged for better readability. Screen readers can interpret the documents and read out the content on the screen. The documents are therefore available to you via several sensory channels.

4 RESPONSIBLE SUPERVISORY AUTHORITY

Having problems with the accessibility of our services? In this section we inform you who you can contact.

The competent authority in Luxembourg is the "Surveillance authority for the accessibility of products and services" (OSAPS).

LU-02513-EN 1-1316 EN_LU_00
20250721

OSAPS acts as a reference point for accessibility, among other things. OSAPS provides guidelines, tools, and advice to companies to help them improve the accessibility of their products and/or services.

In addition, any person can inform OSAPS of the non-compliance of a product or service.

If you have any problems with our service, you can submit a complaint to OSAPS. OSAPS may then take legal action against us. In your complaint, you can claim that we are in breach of a requirement of the Accessibility Act. The contact details for OSAPS are:

Surveillance authority for the accessibility of products and services (OSAPS)

13c, rue de Bitbourg
L-1273 Luxembourg-Hamm
Luxembourg
E-mail: info@osaps.etat.lu
Phone: +352 2477-6565

LU-02513-EN 1-1316 EN_LU_00
20250721