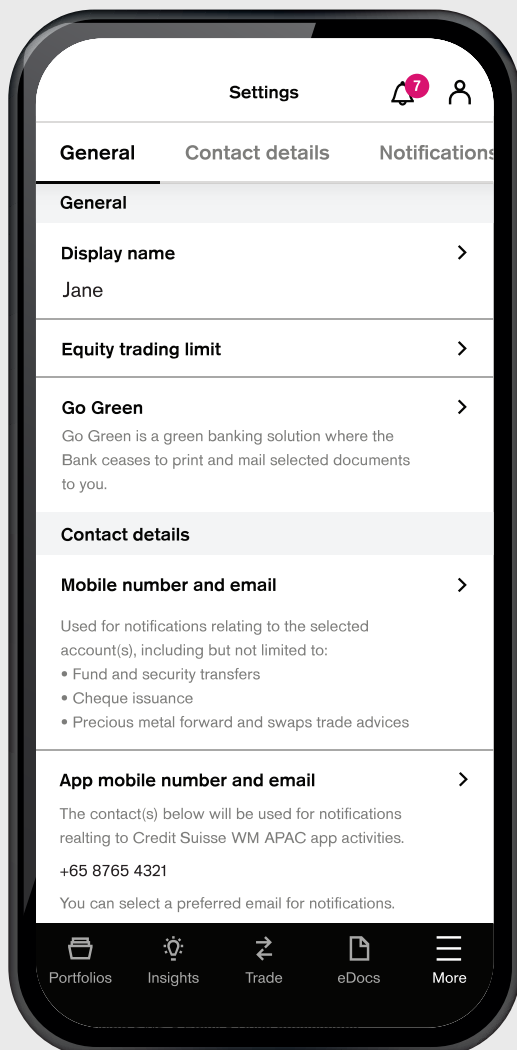


Credit Suisse Wealth Management APAC app Updating Settings

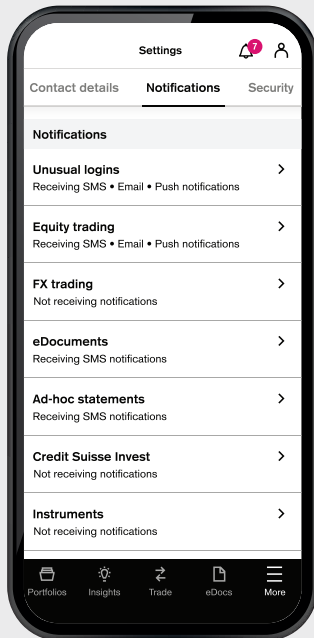
Enjoy the convenience of updating your details such as display name, mobile number, email address, password, and notification preferences - at home or on the go. Perform these changes easily via the Credit Suisse Wealth Management APAC app:



a) Change general settings like your display name and equity trading limits

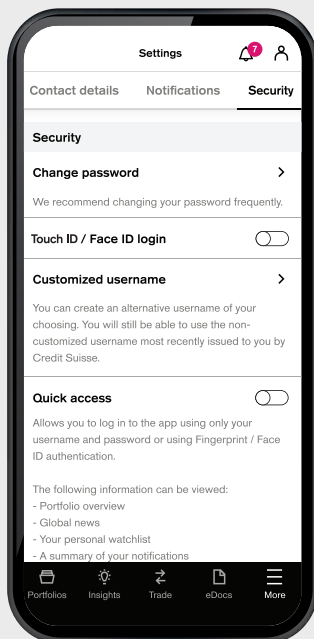
b) Manage contact details:

- i. Add a mobile number or email address
- ii. Remove a mobile number or email address
- iii. Link your account(s) to your mobile number or email address
- iv. Change the notification preferences for your mobile number(s) and email address(es)
- v. Change your mobile number/email address linked to the Credit Suisse WM APAC app



c) Change notification preferences:

- i. Change notification preferences for unusual logins, equity and FX trading, eDocuments, ad-hoc statements, and instruments



d) Security details:

- i. Change password frequently for better security
- ii. Create an alternate customized username
- iii. Enable quick access to allow app login using only your username and password

In this section, you will learn to add and remove a mobile number or email address and change your password for better security.

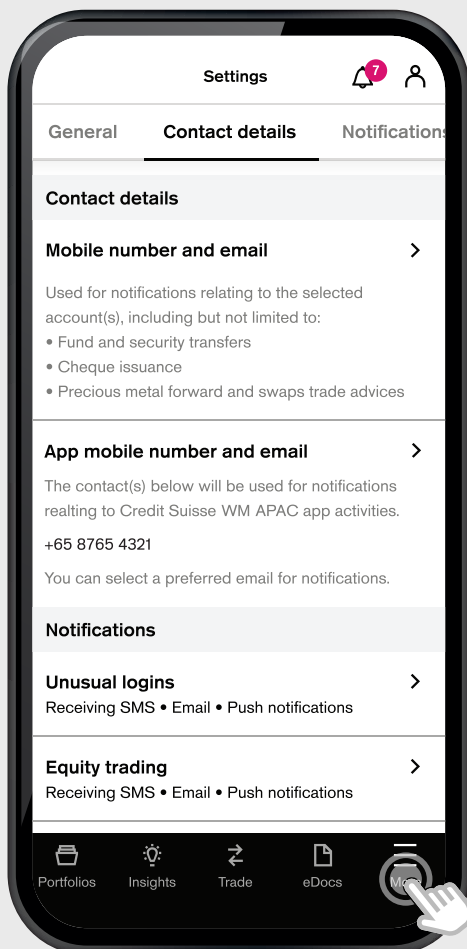
Contact details

Add a mobile number or email address

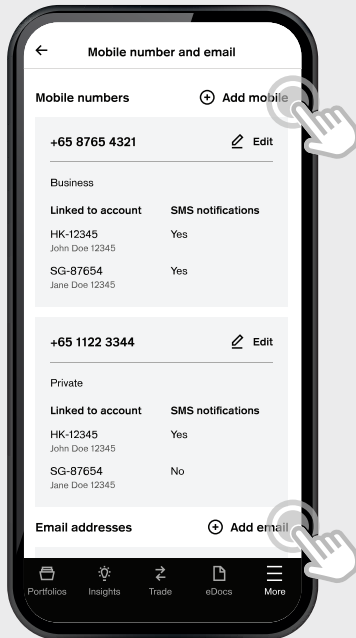
Step 1: Upon login, tap “Settings” from the main navigation bar.

For mobile users, look for “Settings” under the “More” tab.

Under the section “Contact details”, tap “Mobile number and email”.

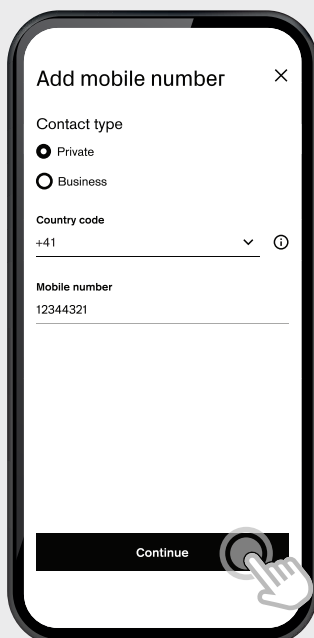


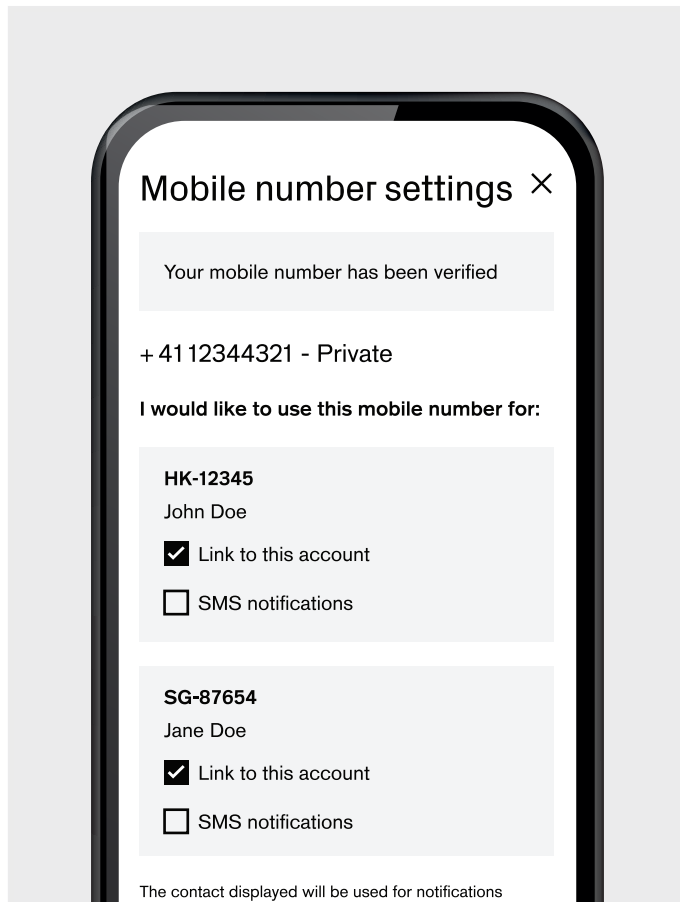
Step 2: Tap on the “(+) Add mobile” or “(+) Add email” button.



Step 3: Enter your details in the next screen. Tap “Continue” to proceed.

Step 4: A security code will be sent to the mobile number or email address that has been entered. Follow the on-screen instructions to verify the change.





Step 5: After verification, select the account(s) that the mobile number or email address will be applied to, and set your notification preferences.

You can also choose to use the newly added mobile number or email address to receive app-related notifications.

Step 6: Lastly, follow the on-screen instructions to authenticate and confirm the change via your Mobile Token.

Once completed, you and your Relationship Manager will receive a confirmation message of the change (via SMS/email).

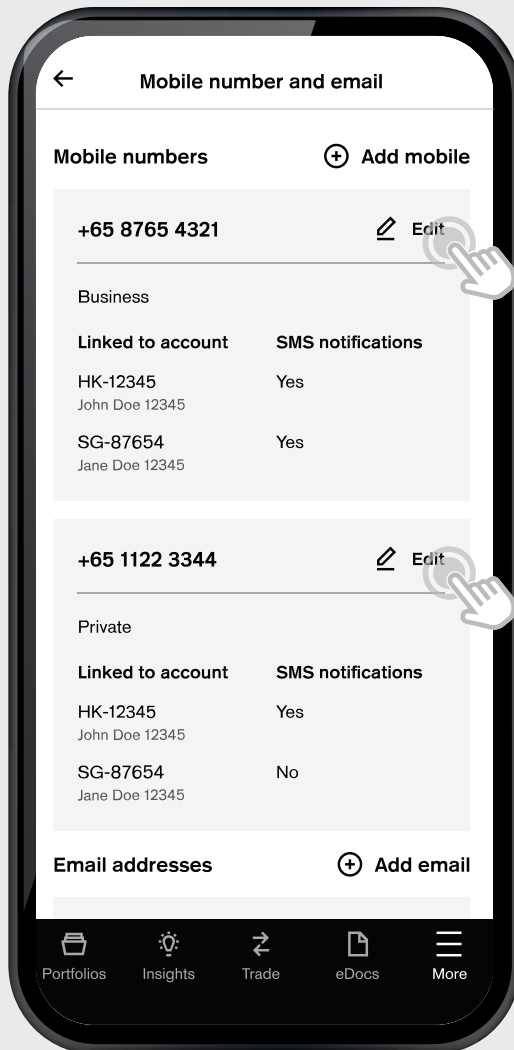
Remove a mobile number or email address

Step 1: Upon login, tap “Settings” from the main navigation bar.

Step 2: Under the section “Contact details”, tap “Mobile number and email address” and tap on the “Edit” icon next to the mobile number or email address that you would like to remove.

Step 3: Tap on the “Delete this number/email” option to remove the mobile number or email address.

Step 4: Follow the on-screen instructions to confirm your deletion and authenticate the change via your Mobile Token.



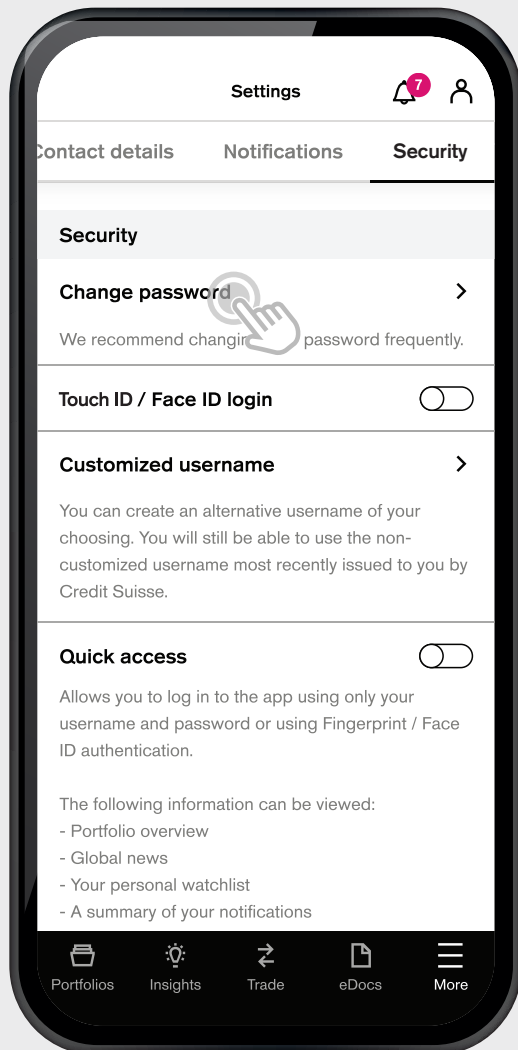
Once completed, you and your Relationship Manager will receive a confirmation message of the deletion of your contact details (via SMS/email).

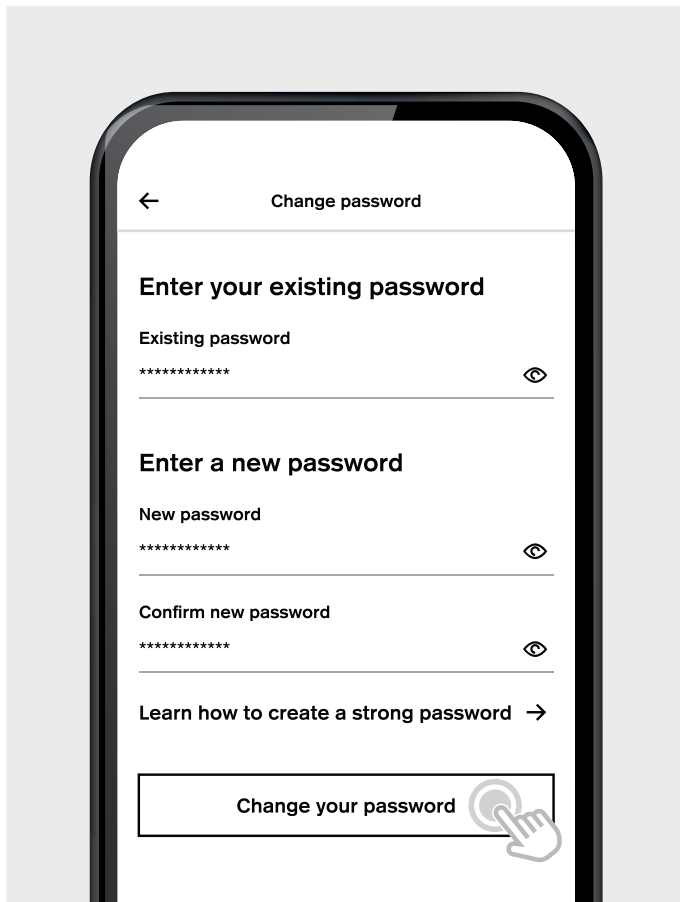
Security details

Change your password frequently for better security

Step 1: Upon login, tap “Settings” from the main navigation bar.

Step 2: Scroll down to the “Security” section, tap “Change password”.





Step 3: Enter your existing password, followed by your new password.

(Use tips from “Learn how to create a strong password” to create a safe password)

Step 4: Tap “Change your password” to confirm the change.

Step 5: Lastly, follow the on-screen instructions to authenticate and confirm the change.

For more information, contact our Customer Care Center via email or phone. Alternatively, your Relationship Manager remains available to you.

Email us: apac.app@credit-suisse.com

Call us:

+65 6212 6000 (Singapore)

+852 3407 8188 (Hong Kong)

1800 65 9902 (within Australia)

+612 8205 5902 (outside Australia)

Important Information

Please note that certain products and services described on this site may not be available in your jurisdiction. The laws and licensing requirements of each country, state, or territory may differ and not all products and services are available in all locations. Our ability to provide certain products and services depends on such laws and the licenses we possess, as well as our determination of a number of other factors, including our clients' qualifications or other eligibility criteria. Should you have any questions regarding a specific product or service offering, please reach out to your Credit Suisse representative.

This document was produced by Credit Suisse AG ("Credit Suisse"), and the information herein is subject to change. It has been prepared solely (i) for general information purposes, and (ii) for the reference of the recipient. It does not constitute a request or an offer by or on behalf of Credit Suisse to any person to buy or sell any particular investment product or to participate in any other transactions, nor does it constitute advice from Credit Suisse. The only legally binding terms are to be found in the applicable product documentation or specific contracts prepared by Credit Suisse. Not all products and services are available to citizens or residents of all countries. Although care has been taken to ensure that the information and analysis contained in this publication have been compiled or arrived at from sources believed to be reliable, Credit Suisse does not make any representation as to the accuracy, reliability and/or completeness of the information contained herein and does not accept liability for any direct, indirect, incidental, specific or consequential loss and/or damage arising from the use of or reliance on such information. The scenarios detailed within the document are produced for illustrative purposes only and may not reflect the complete requirements for Credit Suisse to receive and process client instructions. The products and services described herein may not be applicable or appropriate for a client's specific circumstances or needs.

Neither this document nor any copy may be sent to or taken into the United States (U.S.) or distributed in (i) the U.S. or to any U.S. person (as defined in Regulation S under the U.S. Securities Act of 1933, as amended), or (ii) any other jurisdiction except in compliance with the applicable laws.

If you have any queries/objections relating to the receipt of marketing materials from us, please contact our Data Protection Officer at dataprotectionofficer.pb@credit-suisse.com (for Credit Suisse AG, Hong Kong Branch) or PDPO.SGD@credit-suisse.com (for Credit Suisse AG, Singapore Branch) or CSAU.PrivacyOfficer@credit-suisse.com (for Credit Suisse AG, Sydney Branch) and we will cease sending you materials relating to the app (without charge to you).

Credit Suisse AG (Unique Entity Number in Singapore: S73FC2261L) is incorporated in Switzerland with limited liability.

The entire contents of this document are protected by copyright law (all rights reserved). This document or any part thereof may not be reproduced, transmitted (electronically or otherwise), altered or used for public or commercial purposes, without the prior written permission of Credit Suisse. © 2022, Credit Suisse Group AG and/or its affiliates. All rights reserved.