

# General Terms and Conditions



These General Terms and Conditions (referred to hereinafter as the “**General Conditions**”) apply to the entire business relationship between the client and CREDIT SUISSE (LUXEMBOURG) S.A., Portugal Branch (referred to hereinafter as the “**Bank**”). The Bank has its registered address at Avenida da Liberdade, n.º 180-A, 8.º andar, 1250-146 Lisboa and is registered with the trade and companies register in Lisbon under the number 980492491. The Bank is a branch of CREDIT SUISSE (LUXEMBOURG) S.A., a Luxembourg bank in the form of a public limited company. CREDIT SUISSE (LUXEMBOURG) S.A. is a part of the CREDIT SUISSE GROUP of entities. It is supervised by the Commission de Surveillance du Secteur Financier (referred to hereinafter as the “**CSSF**”), the Luxembourg regulatory authority for the financial sector. The CSSF is located at 283, route d’Arlon, L-1150 Luxembourg, Grand Duchy of Luxembourg. Additionally, in relation to certain operations (e.g. rules of conduct) CREDIT SUISSE (LUXEMBOURG) S.A., Portuguese Branch is supervised by Banco de Portugal (referred to hereinafter as the “**BdP**”) and Comissão do Mercado de Valores Mobiliários (referred to hereinafter as the “**CMVM**”), the Portuguese regulatory authorities for the banking and investment services’ sectors, respectively. The BdP is located at Rua do Comércio, 148 (1100-150 Lisboa) and the CMVM is located at Rua Laura Alves, 4 (1050-138 Lisboa).

The brochure “Your Banking Relationship with CREDIT SUISSE (LUXEMBOURG) S.A. – Client Information Booklet” as amended from time to time (“**Client Information Booklet**”), as well as, any other information provided by CREDIT SUISSE (LUXEMBOURG) S.A. to the client shall, to the extent relevant, also be applicable to the business relationship between the client and the Bank.

# General Terms and Conditions

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## I. Basic rules governing the relationship between the client and the Bank

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### A. Scope of the General Conditions

#### Art. 1.

(1) These General Conditions apply to the provision of investment services to the client by the Bank, specifically, services of investment advice (on a non-independent basis) in relation to the assets of the client held with CREDIT SUISSE (LUXEMBOURG) S.A., as well as, the reception and transmission of orders for the purchase or sale of financial instruments via the client's account held with CREDIT SUISSE (LUXEMBOURG) S.A. When providing investment advice to clients, the Bank may recommend to the client a broad range of financial instruments, including financial instruments issued or commercialized by other entities of the Credit Suisse Group and by entities in which a Credit Suisse Group entity holds, directly or indirectly, capital interests corresponding to at least 20% of the voting rights or capital. The provisions contained in agreements reached with the client or in special conditions shall take precedence.

(2) These General Conditions may apply also to the provision of other services to the client by the Bank, which include referral or introduction services, the distribution of products, as well as, general client relationship management services of administrative nature, to the extent the General Conditions fit to the nature of these services.

(3) Any divergent general terms and conditions stipulated by the client shall not be applicable.

(4) For the purpose of these General Conditions:

“**Consumer**” means any individual who, in his business relationship with the Bank, is acting for purposes other than his trade, business or profession

“**Force Majeure Event**” means:

- An occurrence that is, at the time the Bank and the client entered into a contractual relationship, unpredictable, could not have been avoided, is outside the control of the Bank, and impedes or wholly precludes the Bank's ability to perform a contractual obligation, such as strikes, acts of war, civil war, riots, power cuts, lock-outs, an interruption or an unavailability of telecommunication systems or other systems of the Bank (e.g. in case of a fire or similar events);
- Any other force majeure event as construed under Portuguese law.

“**Instruction**” means an order with respect to the purchase or sale of financial instruments, a related instruction or any other type of instruction the client provides to the Bank.

“**Order**” means an instruction with respect to the purchase or sale of financial instruments.

“**Sanctions**” means economic and/or trade sanctions imposed at governmental level (e.g. in the United States, through the Office of Foreign Assets Control – OFAC), and at the level of international organizations (such as the United Nations) to further national and international security or other policy goals and applicable to the Bank through relevant laws, regulations and national or international policies, including related sanctions list administered e.g. by the United Nations (“UN”), the European Union (“EU”), OFAC, the SECO (State Secretariat for Economic Affairs) of Switzerland, the Monetary Authority of Singapore (MAS), the Hong Kong Monetary Authority (HKMA), or her Majesty's Treasury (HMT) of the United Kingdom, the Portuguese Government or any other relevant authority.

(5) References to “he”/“his” in these General Conditions shall include references to “she”/“her” and “it”/“its”.

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## **B. Amendments to the General Conditions and the Informative Documentation**

### **Art. 2.**

(1) The Bank may amend these General Conditions (e.g., by adding new provisions) at any time due to the following good reasons: changes to the statutory or regulatory provisions applicable in the banking and financial markets' sector or in tax regulations, changes to banking or investment services practices, conditions on the financial markets or changing of costs (including change of level of price inflation) or methods (e.g. technological means) of rendering banking or investment services in Portugal.

(2) If the Bank intends to amend these General Conditions, it shall inform the client thereof, stating the clauses to be amended or added and the content of such amendments. The intended amendments may also be implemented by means of a separate document, which shall form an integral part of the General Conditions in such case.

(3) Amendments shall become legally valid for all of the client's current and future business relationships with the Bank on the date indicated by the Bank which cannot fall before the lapse of 30 days from the dispatch of the notification of such amendment to the client. The client is deemed to have agreed to such amendments, if he does not notify his refusal in writing before the proposed date of entry into force of the amendments. The client may be notified in a manner that has been agreed with him under the terms of the business relationship, and in any case by mail. The Bank may also supply the intended amendments by providing an internet link that can be used to access the relevant documents (in this case, the Bank undertakes to not unilaterally change the documents provided via the internet link). However, the Bank shall provide hard copies of these documents upon request.

(4) In such notification, the Bank shall draw the client's attention to the factual content of the amendment, pointing out that the absence of a response to the notification shall be deemed to constitute consent to the amendment, in accordance with the conditions stipulated in paragraph 3.

(5) In the event of an objection, the client may terminate the contractual relationship with the Bank with effect at any time until the date when the amendment would have applied.

(6) The Bank may amend mandatory or other information provided to the client at any time without notice period and provide the amended information by supplying to the client the internet link that he can use to access the amended information.

(7) Where the Bank communicates the amendments to the client by providing an internet link, it undertakes to not unilaterally change the relevant document/information provided via the internet link (until the document/information is further amended in accordance with this Article 2).

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## **C. Providing Investment Advice, Instructions from the client, Reception and Transmission of Orders, Proof and Correspondence from the Bank, Language**

### **1. Giving Investment Advice and Instructions from the Client**

#### **Art. 3.**

(1) Subject to paragraph 2, Instructions as well as any other declarations, statements, notifications and related communication from the client shall generally be issued to the Bank in writing; communication by fax or e-mail does not satisfy the requirement for the abovementioned written form. The same requirement of written form applies to any Instructions given by the client for services (including Instructions for specific advice). The existence and content of each client communication shall be proved by the client.

(2) If the client so requests, the Bank is free to provide advice via telecommunications and to execute Instructions and to accept any other declarations and related communication from the client that are issued via telecommunications (specifically, by fax or telephone, under the conditions stipulated in Article 26). Unless otherwise agreed in writing, Instructions or any other declarations and related communication issued by e-mail for the above purposes shall not be executed or accepted. If the Bank provides investment advice or executes Instructions by fax or telephone, it is expressly agreed that the document that the Bank issues (as a result of the advice given or the Instruction received) shall constitute proof of either the advice given by the Bank or the Instruction issued by the client, subject to Article 5 paragraph 3 herein.

- (3) If advice is given or Instructions are issued or other declarations are made via telecommunications, the client shall take appropriate precautions against transmission errors, system failures, malfunctions, viruses, interruptions, abuse, electronic attacks and similar risks.
- (4) The client shall ensure that Instructions to the Bank are phrased clearly and unambiguously. Any confirmation of, or amendment to, an Instruction shall be identified as such.

## **2. Reception and Transmission of Orders, Instructions**

### **Art. 4.**

- (1) The client shall authorize the Bank to receive and transmit client Orders to CREDIT SUISSE (LUXEMBOURG) S.A. for execution, by signing the form(s) and/or agreement(s) containing such powers. Based on the fact that the client's Orders are transmitted by the Bank to CREDIT SUISSE (LUXEMBOURG) S.A. for execution, the best execution policy of CREDIT SUISSE (LUXEMBOURG) S.A. shall be applicable also in relation to the service of receipt and transmission of Orders provided by the Bank to the client.
- (2) If client Orders or other Instructions are incomplete or unclear to the extent that the content prevents the Bank from transmitting the Order for execution or otherwise process the Instruction, the Bank shall notify the client of this without undue delay, and the Bank may also delay or suspend the transmission of such Orders or other Instructions, until it receives the necessary additional information or clear Instructions.
- (3) The Bank is entitled to delay, suspend or refuse transmission of an Instruction if there are any doubts regarding the Instruction (in particular, as regards the identity of the instructing party), or if there are other good causes to do so, particularly where it is suspected that the Instruction is in contravention with the law or the regulations in place. It may also delay, refuse or suspend transmission of an Instruction if it relates to transactions or products that CREDIT SUISSE (LUXEMBOURG) S.A. does not usually offer, or if the client has violated his obligations towards the Bank or CREDIT SUISSE (LUXEMBOURG) S.A., or if no sufficient funds at the level of CREDIT SUISSE (LUXEMBOURG) S.A. are available for execution.
- (4) When receiving and transmitting Orders the Bank shall not be liable for any aspect of the Orders placed, i.e., content, timely placement, coverage, informing clients of any trading timetables or conditions applicable on different markets, or any other issues.
- (5) The Bank shall also not be liable for improper or non-completion or non-settlement of Orders instructed by the client and received and transmitted by the Bank, or any aspects thereof, unless that results from circumstances attributable to the Bank.
- (6) Telecommunication transmission fault can prevent or delay the Bank from effectively transmitting the Order, causing non-performance or delayed completion of an Order instructed via telecommunication transmission. The Bank shall not be liable for any consequences arising from the transmission of client Orders by telecommunication to be further completed or the transmission of such Orders given by a person other than the client or attorney in fact, if it contains all the elements enabling the Bank to transmit such Orders.
- (7) The Bank will not provide the client with any confirmation of completion of the Orders received and transmitted by it.
- (8) The Bank shall not be bound by the revocation of any Instruction by the client, where such Instruction has already been executed by CREDIT SUISSE (LUXEMBOURG) S.A. The Bank shall not be liable in any event whatsoever for any damage suffered by the client arising from the execution of such Instruction. Revocation of Orders given by the client to the Bank shall follow the same procedure as is used for placing Orders.

## **3. Proof**

### **Art. 5.**

- (1) The client and the Bank explicitly agree that the Bank may prove its claims, or the absence of an obligation towards the client, by using all means permissible in commercial matters, such as witness' statements or affidavits, insofar as are necessary or expedient.
- (2) Storage of original documents by electronic or other means shall constitute proof and shall have the same evidential weight as a written original document.
- (3) In accordance with applicable legislation, the Bank records telephone conversations and electronic communications with the client and the client's authorized representatives and authorized signatories. Recordings of telephone conversations and electronic

communications may be used by the Bank or CREDIT SUISSE (LUXEMBOURG) S.A. for the purposes of court proceedings and any other proceedings, including communication of the recordings to the competent capital market supervisory authorities (in original or transcribed form). The Bank or CREDIT SUISSE (LUXEMBOURG) S.A. shall not bear any liability for damage suffered by the client as a result of errors in the content of the transcriptions, unless such errors are due to intent or gross negligence. The Bank shall inform the client at the start of a recorded telephone conversation that such conversation shall be recorded, and shall ensure that banking and professional confidentiality is safeguarded.

#### **4. Correspondence from the Bank, Language of Documentation**

##### **Art. 6.**

(1) Unless otherwise agreed, the Bank shall send all documentation via regular mail.

Correspondence relating to agreements with several natural persons acting as one client shall be sent to a joint address notified to the Bank. If no joint address has been notified to the Bank, the correspondence shall be sent to one of the said persons.

(2) The Bank shall prove that correspondence was dispatched and the date of such dispatch by submitting a copy of the correspondence or a stored record of the dispatch in another form. The dispatch report for a fax transmission proves that the document was sent by the Bank and received by the client.

(3) If correspondence is returned to the Bank endorsed "addressee unknown" or "moved", the Bank will be entitled to retain this and any further correspondence, until the Bank is informed in writing of the client's new address. The Bank is entitled to charge appropriate fees for retaining the correspondence. Correspondence returned to the Bank due to non-delivery may be destroyed by the Bank after a period of 24 months after the correspondence has been returned to the Bank.

(4) All information material, forms and other documents are available in Portuguese and/or English. Any communication between the client and the Bank is to take place in Portuguese or English. For the avoidance of doubt, any communication between the client and CREDIT SUISSE (LUXEMBOURG) S.A. is to take place in English.

(5) If the Bank's appropriateness assessment leads to the conclusion that the product or an investment service is not appropriate for the client, the Bank shall issue the required warning to the client in written form (also via e-mail or by facsimile). The parties expressly agree that the Bank may give proof of the issuance to the client of the aforementioned warning through notes of its employees, records in the Bank's systems (including telephone records), as well as any other documents or data, such as the relating transaction statement issued by CREDIT SUISSE (LUXEMBOURG) S.A.

(6) Where the suitability report is sent via means of telecommunication, it shall be provided in accordance with the mailing instructions given by the client. The client shall ensure that the recipient of the investment advice provided by the Bank (if different from the recipient of the suitability report) receives the suitability report without delay.

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#### **D. Bank's Obligations and Liability**

##### **1. Duties to Provide Information**

##### **Art. 7.**

(1) Without prejudice to statutory obligations to provide information, the Bank is not obligated to provide information to the client, in particular with respect to possible market fluctuations or other circumstances that might have an impact on the value of the client's assets and/or liabilities.

(2) Provided that the relevant legal and regulatory provisions are fulfilled, the Bank may issue certain (non-personalized) information to the client solely via the Bank's website. In this case, by entering into a business relationship with the Bank and therefore agreeing to these General Conditions, the client undertakes to consult the Bank's website on a regular basis.

(3) The Bank shall inform the client of any changes to the information, which it has provided to him, if the Bank has a legal obligation to do so.

(4) Without prejudice to statutory obligations, the Bank shall have no obligation to inform the client of any corporate actions and/or events (in particular on shareholders' meetings) regarding companies the shares of which are owned by the client even if the acquisition of

such shares has taken place in the context of the services provided by the Bank, unless the Bank has expressly undertaken such obligation in writing.

## **2. Liability**

### **Art. 8.**

(1) To the extent permitted by applicable law, the Bank shall be liable only for gross negligence and intent, and any liability of the Bank for indirect or consequential damages or lost profits shall be excluded.

(2) The Bank shall not be liable if any loss was caused by an independent third party, or losses incurred as a result of the non-performance or the suspension or delay of performance of all or part of the Bank's contractual obligations due to Sanctions or a Force Majeure Event.

(3) The Bank shall in particular not be liable for any suspension or delays in the transmission by the Bank or the execution by CREDIT SUISSE (LUXEMBOURG) S.A. of Instructions arising from compliance with duties imposed upon it or upon CREDIT SUISSE (LUXEMBOURG) S.A. by law or regulatory requirements, or as a result of Sanctions or a Force Majeure event.

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## **E. Notification of Changes; Filing of Objections; Complaints**

### **1. Notifying Important Changes**

#### **Art. 9.**

(1) The client shall provide the Bank with all information the Bank shall consider necessary for conducting the business relationship and/or prescribed by any law or regulation and to execute all documents as reasonably requested by the Bank from time to time (such as, e.g., relevant powers of attorney or statements of personal information) in order to conduct the business relationship. The client shall notify the Bank in writing without undue delay of any changes in circumstances which might cause the information provided to the Bank to become incomplete or inaccurate. The client has in particular the obligation and undertakes to promptly notify the Bank of any changes regarding the name (s)/company name, residence address/registered office, address(es) of residence for tax purposes, tax identification number (TIN), nationality/nationalities, legal entity type and any contact details, such as telephone number(s), fax number(s), and e-mail address(es) in respect of the client and/or in respect of any other person(s) involved in the banking relationship, such as the beneficial owner(s) (if different from the client), any controlling person(s), as applicable, authorized representative(s) and/or person(s) holding a power of attorney, or any other information provided in relation to the execution or performance of the agreement entered into between the client and the Bank. The Bank is entitled to rely on the information received from the client until updated information has been provided by the client.

(2) Any loss of or restriction to the client's legal capacity shall be reported to the Bank in writing without undue delay. If the client is a company or another legal entity, the Bank shall also be notified without undue delay if it is dissolved or in the process of being dissolved.

(3) The client is obligated to notify the Bank of any change which affects his financial situation and which, in particular, has or may have an effect on the assessment of the suitability of an investment recommendation to be provided by the Bank for the client. If the client fails to notify the Bank of such changes and/or of knowledge and experience of investment matters accumulated in business relationships with other banks while his business relationship with the Bank is ongoing, then such changes, knowledge and experience cannot be taken into account by the Bank when assessing the suitability or appropriateness of future services. The Bank shall not be liable for disadvantages or damages suffered by the client.

### **2. Filing Objections and Complaints**

#### **Art. 10.**

(1) The client shall verify without undue delay that declarations from the Bank or any other statements of any kind, are complete and correct, and shall file any objections within the time-limit specified in paragraph 2. He shall inform the Bank without undue delay if regular communications from the Bank, if any, or other declarations or items sent by the Bank which the client would have expected in the given circumstances fail to arrive by the time in which they would normally reach him.

(2) If the Bank receives no written objections by the client within 14 days of notifying a declaration, the Bank's services as stated are deemed to have been approved, and all information and numbers appearing in the statements or other written declarations are deemed to be conclusive, accurate and approved. The Bank shall notify the client of the relevance of his conduct in this respect at the beginning of each such period. In case the client is a Consumer, the client has however the right to submit a complaint in accordance with paragraph [4].

(3) If the client has any objections in relation to the proper performance of the Bank's obligations towards clients, or other defaults related to the provision of the Bank's services, the client shall be entitled and obliged to file a complaint at any time, provided that in case of services notified or confirmed to the client by communications from the Bank the client shall be entitled and obliged to file a complaint within the time-limit specified in paragraph 2.

(4) The Bank has implemented processes to ensure an adequate handling of client complaints. In order to submit a complaint to the Bank, the client may contact his Relationship Manager or normal day-to-day contact, by telephone, e-mail, fax or letter.

The client is encouraged to submit a complaint via a website, as the complaint will be automatically transmitted to the Bank. The link is available on the Bank's website:

<https://www.credit-suisse.com/pt/en/private-banking/become-a-client.html>

The client may also send a complaint in writing directly to the Bank:

CREDIT SUISSE (LUXEMBOURG) S.A. – Sucursal em Portugal

Av. da Liberdade, 180-A, 8.º andar, 1250-146, Portugal

Phone: +351 213 109 230

Fax: +351 213 109 211

Further information is available under the following link:

<https://www.credit-suisse.com/pt/pt.html>

The normal processing time for complaints is set to 10 bank business days unless a longer period is justified by the complexity of the request and the required investigations.

The client may contact the Commission de Surveillance du Secteur Financier (hereinafter referred to as "CSSF") for the purposes of the client's complaint at any time, and in particular if the client has not obtained any response within the provided time limit or if the client and the Bank were unable to reach an agreement on the resolution of the complaint. The respective contact details are:

Commission de Surveillance du Secteur Financier (CSSF)

283, Route d'Arlon,

L-1150 Luxembourg, Grand Duchy of Luxembourg

Telephone: +352 26 25 11

The procedure as well as all relevant information can be found on the website of the CSSF:

<http://www.cssf.lu/en/consumer/complaints/>

The client may also contact the Portuguese Sectoral Authorities – Comissão do Mercado de Valores Mobiliários (hereinafter referred to as "CMVM") and Banco de Portugal (hereinafter referred to as "BoP") – for the purposes of the client's complaint at any time, and in particular if the client has not obtained any response within the provided time limit or if the client and the Bank were unable to reach an agreement on the resolution of the complaint. The respective contact details are:

CMVM:

Departamento de Relação com o Investidor e Desenvolvimento do Mercado (DRIM)

Rua Laura Alves, n.º 4, Apartado 14258, 1064-003 Lisboa

Phone: +351 213 177 000

Fax: +351 213 537 077

Email: [cmvm@cmvm.pt](mailto:cmvm@cmvm.pt)

The procedure as well as all relevant information can be found on the website of the CMVM:

<http://web3.cmvm.pt/SAI/criarreclamacao.cfm>



BoP:

Banco de Portugal, Apartado 2240, 1106-001 LISBOA

The procedure as well as all relevant information can be found on the website of the BoP:

<http://cliente.bancario.bportugal.pt/ptPT/Reclamacoes/Paginas/Formulariodenovareclamacao.aspx>

(5) The client shall cooperate with the Bank in relation to the complaint, and especially to mitigate any damage arising in connection with such complaint. Any failure to cooperate may result in the client being held liable in respect of such damage.

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## **F. Adherence to legal and regulatory provisions applicable to the client – no tax, legal or accounting advice by the Bank**

### **Art. 11.**

(1) The client shall ensure that legal and regulatory provisions applicable to him by reason of his citizenship or residence are adhered to at all times. This implies also the respect of applicable tax rules and the filing of tax returns in conformity with the legal obligations the client is subject to. The client has the obligation and undertakes to ensure that any beneficial owner (if different from the client), beneficiary, settlor, protector and/or any other person involved in the business relationship in a similar role complies with the rules and obligations such person is subject to in this respect.

(2) As a matter of principle, the Bank does not offer any tax, legal or accounting advice. Other advice and information provided to the client by the Bank shall not be construed as tax, legal, or accounting advice, and the client may not rely on such advice or information with respect to any legal, tax or accounting aspects. The client should consult with his own tax, legal, and/or accounting advisor before making or refraining from making any investments or participating in any structures or transactions.

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## **G. Place of Performance; Applicable Law; Place of Jurisdiction; Unenforceability of Individual Provisions**

### **1. Place of Performance**

#### **Art. 12.**

The place of performance of all services between the client and the Bank shall be the domicile of the Bank, in respect of both parties.

### **2. Choice of Law**

#### **Art. 13.**

(1) All legal relations between the Client and the Bank shall be subject to Portuguese law, with the exception of its reference provisions.

(2) With respect to a client qualified as a Consumer under another country's law, such country's mandatory laws are applicable and the laws protecting consumers of such jurisdiction might be applicable to the extent they provide for a higher level of protection under such applicable law, than the applicable laws in Portugal and the provisions in these General Conditions and/or any specific terms and conditions of the Bank.

### **3. Place of Jurisdiction**

#### **Art. 14.**

(1) A client who is not a Consumer may only take legal action against the Bank at the competent court which has subject-matter jurisdiction at the domicile of the Bank's registered office in Lisbon, Portugal. This shall also be the legal venue for legal actions taken by the Bank against a client who is not a Consumer, although the Bank shall also be entitled to assert its rights in every other court having local jurisdiction and jurisdiction over the subject-matter.

(2) The general legal venue in Portugal provided for by law in case of legal actions of a Consumer or against a Consumer regarding agreements with a bank shall remain the same even if the Consumer, after entering into these General Conditions, transfers his domicile abroad and Portuguese court decisions are enforceable in that country.

(3) The relevant laws applicable to a client qualified as Consumer under another country's law might allow such client to file a claim at another court in such client's country.

#### **4. Unenforceability of Individual Provisions**

##### **Art. 15.**

If a provision in these General Conditions or in other agreements concluded between the Bank and the client becomes unenforceable or null and void, this shall not render the remaining provisions unenforceable or null and void. The unenforceable or null and void provision shall be replaced by an enforceable provision whose meaning and purpose most closely approximate to the unenforceable or null and void provision in a business sense.

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#### **H. Termination of the Business Relationship**

##### **1. Ordinary Termination**

##### **Art. 16.**

The client may terminate the entire business relationship with the Bank or individual parts thereof at any time giving one month's written notice. Unless a fixed-term agreement is in existence, the Bank may terminate the entire business relationship or individual parts thereof with the client at any time by giving a two months' notice period.

##### **2. Termination for Good Cause**

##### **Art 17.**

(1) If good cause exists the Bank may terminate the entire business relationship or individual parts thereof at any time, with immediate effect, regardless of agreements to the contrary.

(2) Good cause exists in particular when:

- The assets of the client or another obligated party deteriorate or are endangered, thereby posing a risk to compliance with obligations towards the Bank;
- The client makes materially incorrect or incomplete statements regarding his assets or financial situation or regarding any other material circumstances;
- The client does not comply with his obligation to provide information to the Bank and/or to execute documents as reasonably requested by the Bank for the purpose of conducting the business relationship;
- The Bank is no longer permitted to maintain a banking relationship due to legal, regulatory, or product-specific reasons;
- The client does not meet any obligation towards the Bank upon written communication of the Bank to remedy the default within a reasonable period of time;
- The Bank requires the cooperation of the client to meet statutory, regulatory or contractual obligations towards third parties, and the client violates his cooperation obligations arising from his business relationship with the Bank;
- CREDIT SUISSE (LUXEMBOURG) S.A. has terminated the business relationship with the client for good cause; or
- The Bank becomes aware that criminal investigations have been initiated with respect to the client.

##### **3. Legal Consequences of Termination**

##### **Art. 18.**

(1) Upon termination of the entire business relationship, or individual parts thereof, any amounts owed on the basis of the relationship or parts thereof shall fall due for immediate payment. The client is also obligated to relieve the Bank of all obligations undertaken on his behalf.

(2) Instructions already issued may still be completed (e.g. transmitted) by the Bank, although the Bank is not obligated to do so.

(3) Settlement shall be deemed completed as of the date of satisfying all indisputable claims resulting from the provision of services by each party.

(4) The business relation with the Bank and the General Conditions shall continue to apply after the termination of the business relationship until complete settlement.

(5) Charges and expenses remain due even after the business relationship has been terminated and until complete settlement. Charges and expenses that the client has paid to the Bank in advance shall not be refunded.

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## I. Special Events

### Art. 19.

If the client dies or becomes legally incapable or in case of dissolution (in case of legal entities), the business relationship with the Bank will continue in accordance with these General Conditions or applicable law. Until the Bank is informed in writing of an event of this nature and suitable documentary evidence of the event has been submitted to the Bank, the Bank shall neither be liable for any actions undertaken on the basis of Instructions from the authorized representatives, or from the incapable person himself.

## II. Data Protection and Professional Secrecy

### Art. 20.

#### (1) Data Protection

(1). The Bank may collect and/or otherwise process all information, including documentation ("**Personal Data**"), relating to clients who are **natural persons**, and any other individual person(s) involved in the business relationship (e.g., authorized representative(s), person(s) holding a power of attorney, beneficial owner(s), if different from the client), any natural person who exercises control over an entity (control is generally exercised by any natural person who ultimately has a controlling ownership interest in an entity, and any person for the benefit of which the client is holding an account as agent, nominee or similar (each an "**Affected Person**") as further specified in a separate document (as amended from time to time) provided to the client entitled "**Data Protection Information**". The Data Protection Information is a part of the Client Information Booklet. The Bank shall notify the client of any amendments made in the Data Protection Information and may provide an internet link which the client can use to access the Data Protection Information.

(2) The Data Protection Information includes information about all data processing activities relating to the client and other Affected Persons(s) (as the case may be), the purposes for which the Bank may process Personal Data, the legal basis for processing the Personal Data, data subjects rights and, as the case may be, data recipients or categories of data recipients ("**Data Recipient(s)**"). The client acknowledges that he is obligated to provide the Data Protection Information (as amended from time to time) to the Affected Person(s) (if any).

#### (2) Professional Secrecy

(1) In order to facilitate, enable and maintain the business relationship between the client and the Bank, as well as for the purposes detailed in the Data Protection Information, the client hereby authorizes and instructs the Bank to disclose any information relating to the client (**individual and non-individual clients**) and Affected Persons (if any), including documentation entrusted to the Bank, ("**Client Information**") to the data recipients specified in the Data Protection Information for as long as necessary for the relevant purposes (referred to hereinafter as "**Instruction**"). The client confirms having obtained the consent of Affected Persons (if any) to extend the Instruction to Affected Persons (if any). Without prejudice to any statutory provision to the contrary, for the avoidance of doubt, any client identifier allocated by the Bank or CREDIT SUISSE (LUXEMBOURG) S.A. to the client (e.g. the CIF) is not considered to be Client Information.

(2) The client furthermore agrees to the outsourcings, including the disclosure of Client Information to the data recipients as described in the Data Protection Information. The client acknowledges that Client Information which is disclosed to data recipients by the Bank CREDIT SUISSE (LUXEMBOURG) S.A. may also be related to Affected Persons, as the case may be.

(3) The client further agrees and acknowledges that Client Information may be processed, held and stored by the data recipients, at their respective premises in their respective countries, and that such Client Information may be subject to the laws and regulations of these countries and that the Client Information, once it is disclosed to and processed by the data recipients, may no longer be protected by Portuguese professional secrecy and confidentiality standards applicable to the Bank, but may be subject to professional confidentiality standards applicable to the relevant data recipient. In particular, under such laws and regulations the data recipients may be compelled to disclose Client Information to any regulatory, governmental, tax, supervisory and/or judicial authorities or agencies or other third parties in such countries. The Bank shall not be liable for any consequences resulting from the disclosure of Client Information and the client will bear all consequences resulting from the disclosure thereof under this Instruction. Furthermore, laws and regulations in countries outside Portugal may not necessarily offer the same level of confidentiality, or bank-client confidentiality as Portuguese laws and regulations do. The client hereby waives any professional secrecy obligations that the Bank may have to the client for the purpose of allowing the above-mentioned disclosure by the Bank to the data recipients for the purposes detailed in the Data Protection Information.

(4) For the avoidance of doubt, the client acknowledges that the Bank, by disclosing Client Information in accordance with this Article 20 and/or the Data Protection Information, is not violating any bank-client confidentiality laws and releases the Bank and any other entity of the Credit Suisse Group, their governing and supervisory bodies, employees and other persons being at the Bank's/the Credit Suisse Group entity's service from all liability in connection with the disclosure of Client Information and accepts responsibility for all claims, consequences and damages which could arise as a result of any use of the Client Information by the respective Data Recipient or any other third parties.

(5) For the purposes outlined in the Data Protection Information in order to share, disclose and/or transfer Client Information, the Bank may use any means of communication, including electronic means (such as e-mail). The client is aware of all risks which could result or arise from the use of such electronic communication and agrees to bear the risks of such electronic communication being intercepted and used by an unauthorized third party as well as the risks related to any incident which may temporarily affect the transmission of Client Information (e.g., technical malfunctions or interruptions of the IT and telecommunication services used by the Bank).

### **III. Agreement Conclusion, Specimen Signatures, Authorization of Representatives, Communication by Telephone or Fax, Multi-party Agreements**

#### **1. Agreement Conclusion**

##### **Art. 21.**

When concluding an agreement with the Bank, the future client shall prove his identity. The client shall submit all documents requested by the Bank in accordance with the applicable regulations, including documents that identify the beneficial owner and any other document or information which the Bank deems necessary in order to fulfill any legal or regulatory obligations the Bank is subject to.

#### **2. Specimen Signatures**

##### **Art. 22.**

(1) The persons empowered to represent the client and their legal or authorized representatives shall register their signatures with the Bank. The Bank shall accept written Instructions on the basis of the registered signatures.

(2) Until written notice of revocation is given, the Bank is authorized to regard these specimen signatures as exclusively valid, regardless of any entries in the commercial register or other official publications.

(3) The Bank shall not be liable for fraudulent use of the client's signature by a third party, regardless of whether the signature is genuine or forged. If the Bank fails to detect fraudulent or abusive use of the client's genuine or forged signature on documents and if it undertook legal actions on the basis of such documents, it is released from the obligation to reimburse the client for any losses incurred on the basis of the said use of the signature, except in cases of gross negligence in checking the documents submitted.

### **3. Authorization of Representatives**

#### **3.1 Representation of the Client**

##### **Art. 23.**

Only those persons authorized as representatives by law, or to whom an explicit and written power of attorney or signature authorization has been issued, shall be authorized to represent the client; such persons shall prove their identity and their authorization to represent the client.

#### **3.2 Power of Attorney**

##### **Art. 24.**

(1) The client may arrange for one or more authorized representatives to represent him vis-à-vis the Bank. Powers of attorney must be issued in writing, and unless otherwise agreed on the Bank's template.

(2) The Bank is entitled to refuse to execute Instruction from an authorized representative for reasons related solely to the authorized representative, as if the authorized representative himself were the party to the agreement.

#### **3.3 Expiration or Modification of the Authorization to Represent the Client**

##### **Art. 25.**

The client shall inform the Bank without undue delay in writing of the expiration or of any modifications to an authorization to represent him which has been notified to the Bank, and shall furnish suitable documentary proof thereof. In particular, the foregoing shall apply also if the expiration or modification of the authorization to represent the client is entered in a public register and such entry has been published

### **4. Communication by Telephone or Fax**

##### **Art. 26.**

(1) With regard to communication by telephone or fax the Bank provides the client with telephone and fax numbers either via its website, at the Bank's premise or otherwise.

(2) The Bank retains the right to request a written Instruction from the client or to request that the client confirms an Instruction given by telephone or fax in writing.

(3) With regard to communication by telephone, identification of the client takes place on the basis of information requested from the client that will ensure the person's identity. The Bank can request the client to provide any of the following personal details relating to the client:

- a) Name/surname,
- b) Date of birth,
- c) Address,
- d) Account number where assets to which the service relates to are held.

The Bank can also ask the client for at least one specific detail regarding the assets in the account subject to the service:

- a) Most recent transaction,
- b) Account balances,
- c) Securities holdings etc.

(4) With regard to communication by fax, the client is identified on the basis of a sample signature held at the Bank.

(5) The Bank shall not be liable for any losses caused to the client by an unauthorized person instructing the bank using the client's data required to make such Instruction by telephone or fax.

## **5. Multi-party Agreements**

### **Art. 27.**

An agreement can be signed by two or more persons acting jointly as a client (hereafter each of them is referred to as the client).

## **6. Agreements with Individual Representation Right**

### **Art. 28.**

(1) In this situation, each person signing the agreement as a client consents and acknowledges that each such person has authority to take all legal actions under the agreement without the involvement of the other client, and also terminate the agreement.

(2) Each client or authorized representative of it is expressly permitted to obtain or accept information or declarations from the Bank regarding the services provided.

(3) Unless otherwise stipulated by law, each client or authorized representative of it is authorized to receive declarations from the Bank on behalf of the other client. Caution and clarification of risks issued by the Bank to one for the clients or authorized representative of it will, therefore, be sufficient to meet the Bank's duty to provide information to the other client.

(4) The clients are jointly and severally liable for obligations arising from the agreement with the Bank.

(5) Powers of attorney can only be issued jointly by all of the clients. Revocation by one of the clients shall cause the power of attorney to lapse.

(6) Each client can revoke the individual power of representation of another client at any time, with future effect, by giving the Bank a relevant Instruction. After such revocation, all the clients shall have only joint power of representation.

(7) Following the death of one of the clients, the powers of the other client(s) shall remain unchanged. In case of revocation by an heir, the powers of representation are then restricted to all the co-heirs and the surviving client acting on a joint basis.

(8) The provision in paragraph 7 regarding the death of a client shall also apply in respect to the legal incapacity of a client in relation to his representative(s).

## **7. Agreements with Joint Authority of Representation**

### **Art. 29.**

(1) An agreement with several persons acting as a client can be signed as an agreement with joint powers of representation. Any change to the powers of representation can be stipulated only by clients acting jointly.

(2) Each client or authorized representative is expressly permitted to obtain or accept information or declarations from the Bank regarding the services.

(3) Unless otherwise stipulated by law, each client or authorized representative is authorized to receive declarations on behalf of all other clients. Caution and clarification of risks issued by the Bank to one of the clients or authorized representative will, therefore, be sufficient to meet the Bank's duty to provide information to all clients.

(4) All the clients are jointly and severally liable for obligations arising from an agreement.

(5) Powers of attorney can only be issued by all of the clients. Revocation by one of the clients will cause the power of attorney to lapse.

(6) After the death of a client, the other client(s) may only have authority to act conjointly with heirs.

(7) The provision in paragraph 6 regarding the death of a client shall also apply in respect to the legal incapacity of a client in relation to his representative(s).

## IV. Deduction of Taxes and Other Amounts, Net Payment Obligation

### Art. 30.

(1) The client acknowledges that taxes, such as withholding taxes or stamp duties or other charges and/or taxes or other charges which are claimed or debited by issuer, sub-custodians or paying agents are to be borne by the client. Such taxes and other charges may relate to statutory, regulatory or to contractual obligations towards third parties. The Bank shall be authorized to deduct taxes and other charges from payments owed to the client or (as further specified in Article 33) debit the client's account held at CREDIT SUISSE (LUXEMBOURG) S.A. with such taxes or charges.

(2) If a payment due by the client is subject to taxes or other charges the client shall pay such additional amounts to the Bank as shall be necessary to ensure that the Bank receives a net amount equal to the one it would have received had no withholding been made ("**Net Payment Obligation**"). The client shall not assert any claims against the Bank or CREDIT SUISSE (LUXEMBOURG) S.A. on the basis of such deductions or Net Payment Obligation. The Bank or CREDIT SUISSE (LUXEMBOURG) S.A. will disclose all such deductions to the client accordingly.

3) The Bank is not obligated to verify or ensure that taxes can be reduced or reclaimed. The client is solely responsible for assessing the tax implications associated with the client's assets/investments/transactions.

## V. Delaying, Suspending or Refusing Instructions

### Art. 31.

(1) The Bank may, in addition to its corresponding rights under Article 2(2) and (3), delay, suspend or refuse the acceptance or transmission of Instructions for execution or take other measures as it may deem fit, in particular:

- a) if an extra-judicial opposition is notified to CREDIT SUISSE (LUXEMBOURG) S.A. by third parties on the assets of the client; or
- b) if the Bank is informed of any unlawful operations by the client or by the beneficial owner of the account(s) held at CREDIT SUISSE (LUXEMBOURG) S.A.; or
- c) if there exists any third party claims on the assets held by the client with CREDIT SUISSE (LUXEMBOURG) S.A.; or
- d) as long as the Bank and/or CREDIT SUISSE (LUXEMBOURG) S.A. have not received to its/their full satisfaction the requested know-your-customer documentation from the client; or
- e) as long as there is an injunction or order from any competent authority or court to freeze funds held at CREDIT SUISSE (LUXEMBOURG) S.A. (or any other specific measure associated with preventing or investigating crime); or
- f) (in order) to assess Sanctions requirements and/or ensure compliance with Sanctions.

(2) In the event of the account(s) being blocked by CREDIT SUISSE (LUXEMBOURG) S. A., the Bank shall inform the client, unless the provisions of such information is prohibited by any European or national legislation.

## VI. Fees for Services

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### A. Compensation Principle

#### Art. 32.

(1) Without prejudice to statutory or contractual provisions, the Bank is entitled to receive appropriate compensation for the services it provides, particularly in the form of fees and commissions. The amount of said compensation for services provided by the Bank can be stated in a Table of Fees and Commissions and/or agreements entered into between the client and the Bank. Provided that such fees and charges are contained in a Table of Fees and Commissions the Bank reserves the right to amend such Table of Fees and Commissions at any time. In relation to amendments in the Table of Fees and Commissions the procedure set out under Art. 2 (2) to (5) shall apply.

(2) The client authorizes the Bank to debit the amounts owed to the Bank automatically from the relevant account(s) held at CREDIT SUISSE (LUXEMBOURG) S.A.

(3) For services which are not stated in a Table of Fees and Commissions and are not otherwise agreed, but which are provided upon the client's Instruction or which may be presumed to be in the client's interest the Bank may charge the client an appropriate fee. The Bank shall inform the client as soon as reasonably possible, and in any case before performing the service, unless impracticable.

(4) In case charges are published on the internet website of the Bank, Article 7(2) of these General Conditions shall apply.

(5) The Bank reserves the right to change the charges applicable to the client, including commissions and other expenses as well as exchange rates at any time.

(6) The client undertakes to consult the Bank regarding its charges, commissions and expenses for any intended service provided by the Bank. The client is deemed to have accepted the applicable charges merely by instructing the Bank with respect to the provision of a service, unless provided otherwise by these General Conditions or explicitly agreed.

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### B. Compensation of Expenses

#### Art. 33.

The client shall bear all necessary and appropriate expenditure, expenses, charges and costs incurred due to the business relationship with him and which are not necessarily to be paid or billed by the Bank, in particular stamp duty and legal fees, taxes and other dues, postage, costs of insurance, legal representation, enforcement proceedings and collection, telecommunications and the costs of processing Instructions. The Bank may debit any such expenses directly from the client's account held at CREDIT SUISSE (LUXEMBOURG) S.A.





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