

Information on the Financial Services Act (FinSA)

As at November 2023

1 Financial Services Act

The Financial Services Act (FinSA) aims, in particular, to protect investors. For this purpose, financial service providers must comply with rules of conduct and provide investors with comprehensive information and document the operation. You can find further information at www.zugerkb.ch/finsa.

2 Zuger Kantonalbank

Zuger Kantonalbank was founded in 1892. It is a public limited company subject to a special legislative act that enjoys a state guarantee and is listed on the Swiss Exchange. Half of the shares are held by the Canton of Zug, the other half by around 10,000 private shareholders. As the leading financial institution in the Zug economic area, Zuger Kantonalbank acts as a universal bank and provides services in the areas of accounts, payment transactions, cards, investing, financing, retirement savings and real estate.

Zuger Kantonalbank
Bahnhofstrasse 1
PO Box
6301 Zug
041 709 11 11

3 Supervision

Zuger Kantonalbank is supervised by the Swiss Financial Market Supervisory Authority FINMA and is licensed as a bank and securities firm.

Swiss Financial Market Supervisory Authority FINMA
Laupenstrasse 27
3003 Bern
031 327 91 00

4 Ombudsman's Office

If complaints and concerns cannot be resolved to the satisfaction of the client, the client can turn to the Swiss Banking Ombudsman, a neutral, inexpensive or free mediation body.

Swiss Banking Ombudsman
Bahnhofplatz 9
PO Box
8021 Zurich
043 266 14 14

5 Client Segmentation and Opting-In

According to FinSA there are three client segments: retail clients, professional and institutional clients. Retail clients enjoy the highest level of investor protection. In the case of professional and institutional clients, the bank may assume that these clients have the necessary know-how and sufficient experience and are able to financially bear losses of the investment strategy pursued. Zuger Kantonalbank informs those clients who are classified by the bank as professional or institutional clients. Institutional clients can declare that they wish to be considered professional clients and professional clients can declare that they wish to be considered retail clients so that they can benefit from higher protection under the FinSA (opting-in). Further information is available at www.zugerkb.ch/finsa.

6 Information on the Suitability and Appropriateness Test

If a client instructs Zuger Kantonalbank to buy or sell financial instruments without prior advice (mere execution or transmission, execution-only), the Bank is not required to conduct a suitability or appropriateness test. Clients receive this information only at this point and not anew for each execution-only transaction.

If the bank provides asset management or portfolio-related investment advice, Zuger Kantonalbank carries out a suitability test. In this context, it is checked whether the investment strategy is compatible with the knowledge and experience, the financial circumstances and the investment objectives of the client.

For professional clients, the suitability test is limited to the client's investment objectives. No suitability test is carried out for institutional clients.

No appropriateness test is carried out for professional and institutional clients.

7 Risk Information

To make informed investment decisions, clients must know the characteristics and risks of financial instruments. The brochure "Risks Involved in Trading Financial Instruments" of the Swiss Bankers Association (SBA) provides simple and comprehensible information about their general characteristics and risks. The link to the brochure can be found at www.zugerkb.ch/finsa.

8 Key Information Document

A key information document (KID) is available for many financial instruments. The purpose of a KID is to inform retail clients about the risks and costs of a financial instrument. Other recognised documents (e.g. PRIIP) can also be used instead of a KID. Information on the KIDs can be found at www.zugerkb.ch/finsa.

9 Investment Universe

If Zuger Kantonalbank selects financial instruments for clients, these financial instruments derive from a predefined investment universe. This investment universe includes the Bank's own as well as financial instruments from independent and affiliated third-party providers. You can find further information at www.zugerkb.ch/finsa.

10 Costs and Fees

Information on one-time and recurring costs and fees for financial services and information on general costs and fees incurred in financial transactions as well as information on how Zuger Kantonalbank deals with third-party services, can be found in the condition brochures at www.zugerkb.ch/finsa. Information on the actual costs and fees for financial services and transactions is disclosed in the respective cost statements (e.g. key information document).

11 Conflicts of Interest and Economic Ties

Zuger Kantonalbank respects the interests of its clients and avoids conflicts of interest as well as disadvantages for clients wherever possible. Accordingly, Zuger Kantonalbank has issued a directive to identify and resolve conflicts. If, in individual cases, conflicts of interest in connection with financial services cannot be completely avoided, Zuger Kantonalbank will inform about this at www.zugerkb.ch/finsa. The same applies to possible economic ties to third parties which could lead to a conflict of interest.