

Special notes on the application of bank client confidentiality

Dear Customer

We are delighted that you have chosen a service provided by PostFinance Ltd.

As a bank, PostFinance Ltd is subject to bank client confidentiality. Swiss Post's financial institution is also legally obliged to guarantee a sufficient, affordable basic payment transaction service for the entire Swiss population in every part of the country. For this reason, PostFinance offers straightforward products that customers can use to handle their money efficiently and independently.

In order to process payment transactions efficiently and to meet its basic service obligation, PostFinance needs to be able to disclose information about business relationships and master data regarding account relationships (e.g. name, place of residence, account number) to third parties if necessary. This partial lifting of bank client confidentiality is the only way to help post-office counter staff correct errors on payment slips, for instance, or to add missing information needed to carry out transactions. It also allows you to check whether the account number you have entered in e-finance corresponds to the correct payment recipient, helping to avoid transaction errors.

To allow us to offer the same, smooth payment transaction service in the future, we will continue to transmit information of this kind to banks and selected major customers as and when required. Additional account details – such as balances, account movements and transactions – will of course be treated strictly confidential.

You can find further details on bank client confidentiality on the Internet at www.postfinance.ch/legal-information.