

1. Service/scope

These subscriber conditions govern the legal relationships between the customer and PostFinance Ltd (hereinafter referred to as PostFinance) within the context of the fund self-service service (hereinafter referred to as service), in which the customer can acquire investment products without investment consulting or an asset management mandate. This means that, within the context of this service, PostFinance will not conduct suitability or appropriateness testing with regard to the specified orders or the investment products held by the customer.

The services offered by PostFinance are described in detail in the relevant product descriptions on the [postfinance.ch/investment-information](https://www.postfinance.ch/investment-information) website.

All customers of this fund self-service service will be treated as private customers within the meaning of the Financial Services Act.

All references to persons in these subscriber conditions refer to both men and women as well as to more than one person, as appropriate.

2. Accessing the service

If the customer uses the e-finance platform to access the service, the same security elements, means of identification and due diligence obligations apply as to access to e-finance.

3. Trading

3.1 PostFinance arranges for the subscription or redemption of the investment instruments available as part of the service (execution only) on the express, timely order of the customer.

3.2 The customer is solely responsible for verifying orders in progress.

3.3 PostFinance cannot guarantee that the orders of the customer will be processed immediately and at any time. The fund providers determine the days on which the fund orders are processed.

3.4 The customer acknowledges that, for legal, regulatory or security reasons, PostFinance can delay, block or refuse transactions ordered by the customer.

3.5 The legal relationship between the customer, the fund manager and the custodian bank is governed by the fund contract. Together with the other documents prescribed by law, this forms the foundation for every fund order. The documents can be obtained from PostFinance, as well as from the fund manager and the custodian bank.

4. Risk disclosure

4.1 Customers invest in investment products exclusively at their own risk and for their account.

4.2 The customer acknowledges that with all the available investment products, there can be a significant loss potential in some cases. There is a possibility that the customer may not recoup their initial investment.

4.3 PostFinance neither monitors the portfolio nor provides consulting services as part of this service.

4.4 It is possible that investment instruments may only be traded to a limited extent, with a delay or not at all. This can result in the customer suffering a loss on their interests or may mean that the desired liquidity and diversification cannot be ensured in relation to the entire investment.

4.5 Assets in currencies other than the customer's reference currency may lead to additional fluctuations in value.

4.6 The customer is responsible for composing their own portfolio and must find out about the risks associated with each investment decision in a suitable manner, e.g. by consulting specialist literature and information such as the Swiss Bankers Association's "Risks Involved in Trading Financial Instruments" brochure, which is provided by PostFinance. The customer confirms that they have received and acknowledged the aforementioned brochure.

5. Reference account; credit and debit account

5.1 The customer designates an existing PostFinance account as a reference account for any profit distribution and fees. If profit distributions/fees are not in the currency of the reference account, they may designate additional currency reference accounts.

5.2 With every subscription or redemption, the customer must indicate the account to be debited or credited. PostFinance determines which types of account can be used for the orders. The credit and debit accounts and the custody account must be held by the same customer.

6. Fund prices and conditions

6.1 The customer pays an annual custody account fee. This fee includes: custody account administrative costs (e.g. corporate actions), fiduciary commission and the fees for the list of assets. The fee is charged directly to the customer's reference account on a quarterly basis. The custody account fee does not include transaction fees, the fee for the tax statement, VAT, further statutory fees (e.g. stamp duty), currency conversion fees (spreads) and special expenses. These expenses are charged to the customer separately.

6.2 PostFinance uses the fund prices of the fund providers for settling fund orders. They are published at [postfinance.ch/investment-information](https://www.postfinance.ch/investment-information).

6.3 PostFinance determines the minimum amounts applicable for subscriptions and redemptions. These are published at [postfinance.ch/investment-information](https://www.postfinance.ch/investment-information).

6.4 If a fund is subscribed or redeemed for a certain amount of money, any commission, taxes and levies are factored into the amount. If, however, a certain number of fund units are subscribed or redeemed, any incidental commission, taxes and levies will be charged in addition.

6.5 The customer acknowledges and agrees that PostFinance may, within the scope of the present service, receive remuneration from third parties (e.g. sales commissions, portfolio management fees or transaction commissions, discounts or other benefits). For investment funds, such sales remuneration represent part of the management fee referred to in the relevant fund prospectus. The customer expressly waives their right to delivery of such remuneration and agrees that PostFinance may retain this as additional remuneration for the sales services carried out. The remuneration may change at any time. The latest overviews and detailed information on the sales services as well as the bandwidths for sales remuneration are published at [postfinance.ch/investment-information](https://www.postfinance.ch/investment-information). PostFinance is aware of the risks of conflicts of interest associated with the selection of funds and fully takes these risks into account. PostFinance makes sure that the interests of the custody account holder are protected at all times.

7. Range of funds

PostFinance is entitled to amend the range of funds at any time. If a fund is no longer sold by PostFinance, it can no longer be subscribed and funds saving plans will be cancelled. PostFinance can also ask customers to redeem or hand over funds of this kind. If the customer does not comply with this request within the set period of time, PostFinance reserves the right to redeem the funds at the exchange rate applicable at the time and to transfer the proceeds to the reference account once any remaining commissions, fees, costs, taxes and levies have been deducted.

8. Termination

This contract is concluded for an indefinite period and does not expire upon the customer's death. PostFinance is, however, entitled to suspend or refuse the execution of this contract or instructions if it receives knowledge of the customer's death. Both the customer and PostFinance can cancel the service at any time in writing. If the service is in the name of several people, they each have the right to cancel it. If, after cancellation, the customer does not issue any instructions to the contrary within the deadline of 30 days set by PostFinance, PostFinance is authorized to sell the custody account holdings at the exchange rate applicable at the time, regardless of the existing market environment and value of the relevant shares, and to transfer the proceeds to the reference account once any remaining commissions, fees, costs, taxes and levies have been deducted. PostFinance accepts no liability for any exchange rate losses or other damages suffered as a result of the sale.

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