

convera

Financial Services Guide

**Convera Europe Financial S.A., Austria
Branch**

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1. Information about this Financial Services Guide

This Financial Services Guide (**FSG**) will provide general information about Convera Europe Financial S.A., Austrian Branch and its services to you. This FSG contains information about:

- who we are;
- how we can be contacted;
- what services we are authorised to provide to you;
- the financial products to which those services relate;
- how we categorise our clients;
- how we structure the remuneration for our services;
- how we protect clients funds we potentially hold;
- how we handle potential source of conflicts of interest when we provide services to our clients; and
- how we handle complaints.

In addition to this FSG you will receive the following documents including information about our services:

- Product Disclosure Statement for Foreign Exchange transactions - this document includes a detailed description of the foreign exchange forward contracts and the foreign exchange non-deliverable forward contracts that we offer as well as the advantages and significant risks involved with these products; and
- Product Disclosure Statement for Foreign Exchange Options - this document includes a detailed description of the foreign exchange options products we offer as well as the advantages and significant risks involved with these products;
- Terms and Conditions; and
- Fees Schedule.

Any fees described in this FSG are inclusive of VAT, where VAT is applicable.

Where the terms Convera, we, us or our are used in this FSG, it refers to Convera Europe Financial S.A. , and its affiliates as the context requires.

2. About Convera

Convera Europe Financial S.A. was founded in 2021 and is part of the Convera group of companies. The Convera group was formed to acquire the assets and companies that comprised Western Union Business Solutions, a division of The Western Union Company.

Providing technology-led payment solutions to a broad range of organizations globally, the Convera group serves customers ranging from small business owners to enterprise treasurers to educational and financial institutions.

Delivering solutions ranging from simple currency exchanges to sophisticated cross-border payments platforms and solutions, everything the Convera group does is designed to enhance the customer experience and seamlessly power their global commerce needs.

The Convera group offers its services in Austria through Convera Europe Financial S.A., Austrian Branch and Convera Europe S.A., Austrian Branch.

3. Authorisation

Convera has been approved as an investment firm since 2022, which authorizes it to provide the services described in paragraph 5 below.

Convera has passported this license pursuant to the EU Freedom to Provide Services right to 29 states within Europe and additionally offers these services through branches in Austria, the Czech Republic, France, Germany, Italy, Poland and Spain and will look to broaden this branch network in the future.

4. How do we communicate?

You can contact us by telephone, e-mail, fax or by post-mail. You will find the contact details are at the end of this FSG.

The method of communication will typically be e-mails and telephone conversations. Orders will regularly be sent and received over telephone, as you contact your Client Relationship Manager ("CRM") or via the Convera online platform. Communication will be provided to your e-mail address if agreed to and provided to us in the Client Profile. Reports on the financial instruments can be drawn over the individual profile on the Convera online platform or through the CRM at any time.

Telephone conversations are recorded with client notice and consent. Convera cannot provide investment services by telephone if the conversations are not recorded. A copy of the recording of such conversations with a client and communications with a client are available on request from such client for a period of five years and, where requested by a Competent Authority, for a period of up to seven years.

You can communicate with us in one of the following languages: German, English.

5. Our Products and Services

Convera offers the following products to its customers:

- (i.) Foreign Exchange Forward Contracts;
- (ii.) Foreign Exchange Non-Deliverable Forward Contracts; and
- (iii.) Foreign exchange Option Contracts.

These products are further described in our Product Disclosure Statements, copies of which can be found and downloaded from our website and/or provided upon request.

Investment Advice

We are also authorised to offer our clients investment advice. Investment advice means the provision of personal recommendations, either at the request of a client or at the initiative of Convera, in respect of one or more transactions relating to financial instruments.

What this means is that we are able to provide you with advice as to your hedging strategy and can recommend specific products and/or hedging strategies to you.

Please note, however, that this advice is not independent. The advice we provide is limited to our assessment of the suitability of the products offered by Convera of the products offered by Convera in meeting the hedging objectives you describe to us. It does not take into account other products that may be available on the market that may or may not be more suitable for your needs, nor do we offer advice on topics outside of mitigating your currency risk. We also do not provide periodic statements on the suitability of the financial instruments that are recommended to you. If you require these services, we recommend that you seek independent advice accordingly.

6. Convera's Order Execution Policy

Introduction

In accordance with applicable laws, when executing a Client's order, Convera is required to act honestly, fairly and professionally in accordance with the best interests of the Client.

Convera's Order Execution Policy (hereinafter the "**policy**") has been developed in order to establish the ways to achieve the best possible result when executing customer orders and sets out an overview of Convera's order handling processes and order execution processes.

The standards contained within the policy are derived from the Markets in Financial Instruments Directive 2014/65/EU and related regulations.

Scope of Application & General Provisions

This policy applies to the entire business relationship between the Client and Convera in relation to the services that Convera provides to its Clients.

This policy is reviewed on an annual basis and monitored regularly so as to determine whether the orders Convera receives from its Clients are properly executed in accordance with this policy.

If Convera makes any changes to this policy, it will notify Clients of such changes via e-mail. Any changes to this policy will not apply to transactions initiated before the date of change.

A Client may object to changes in the policy within two months of notification of the changes. The customer may notify Convera in writing, by e-mail or by telephone to the Client's usual contacts (please see the end of this FSG for Convera's Contact Details). If no objection is received from the Client within two months of the notification of the changes, the changes will be considered to have been accepted by the Client.

Access Channels

Convera clients can place orders for FX Forwards via telephone or using quotes for standardised settlement dates in the future that are available via the Convera online platform for a term up to twelve months. Trading over the telephone is available during the normal business hours of Convera.

Identification of calling clients and verification of their authorisation is done by an identification procedure agreed and set in the framework agreement.

The Convera online trading platform for self service is available to clients who have signed the necessary agreement on electronic communication. Transactions on the internet platform are processed on the same business day as the request. Other transactions are processed on the same business day as the request if the request is received before 3 p.m. on a business day (Central European Time).

Execution Criteria

Convera has incorporated the following relevant orders execution criteria and factors so as to achieve the best possible result:

- Price
- Speed and likelihood of execution
- Size and nature of an order
- Costs related to the execution of an order.

Convera may incorporate other factors and criteria to the extent that they appear relevant to the execution of a certain order if justified by client's interest.

Orders for Forwards will be executed at fixed prices the Customer agrees upon when he/she makes a request.

Since all types of transactions provided by Convera represent customised OTC financial instruments that involve a unique contractual relationship tailored to the circumstances of the client, in the Customer Profile the customer expressly agrees that Convera does not execute an order of the customer on a regulated market or multilateral trading system.

The client understands and agrees that all the prices and rates quoted by Convera are exclusively quoted prices and rates of Convera. They do not always correspond to otherwise available prices and rates in the market, particularly to prices on markets which are used as reference. The client acknowledges the fact that its order issued with Convera can only be executed with Convera.

If the client expressly wishes his or her order to be executed at specific conditions (so-called "customer instruction"), Convera will carry out his or her wish only if Convera accepts this request. A customer instruction to carry out an order in deviation from Convera's Execution Policy will prevent Convera, with regard to the elements covered by such customer instruction, from taking the measures laid down and implemented in the Policy so as to achieve the best possible result in the execution of orders.

Please also see the Product Disclosure Statement for Foreign Exchange Transactions, the Product Disclosure Statement for Foreign Exchange Structured Options as well as our Terms and Conditions. Further details on our Execution Policy will be provided at any time upon request.

7. How do we categorise our clients?

We are obliged to classify our clients in one of the following categories set out under MiFID as implemented in Austria by the Austrian Securities Supervision Act 2018 (*Wertpapieraufsichtsgesetz 2018*):

- Retail clients;
- Professional clients; and

- Eligible counterparties.

Clients of Convera are categorised either as retail clients or professional clients. Retail clients are entitled to the highest level of transparency and protection under MiFID. Professional clients may be afforded lower levels of transparency and protection on the basis that they are deemed to possess the experience, knowledge and expertise to make their own investment decisions and properly assess the risks.

Retail clients

Retail clients are natural persons (private individuals, individual entrepreneurs, etc.) as well as legal entities (companies, associations, etc.) that are not categorised as professional clients.

The protection enjoyed by the 'retail clients' includes the following:

- 'best execution of orders' on financial products, also concerning the total costs; provisions on processing orders (please refer to section 7 of this FSG for detailed information);
- duty to provide certain information in particular about the service provider, the services to be rendered, the financial instruments, the protection of funds, the costs of services and risks involved (please refer to the 'Product Disclosure Statement' for detailed information);
- provision of appropriate and suitable products and services;
- provisions on remuneration;
- obligation to act in the client's best interest, in particular to treat the client honestly, fairly and professionally;
- obligation to prevent and notify clients about potential conflicts of interest;
- protection of the margin deposits (please refer to the 'Product Disclosure Statement'); and
- protection of your funds (please refer to section 11 of this FSG for detailed information)

The Duty to provide Information and Appropriateness and Suitability Checks:

1) Duty to provide information

We are required to provide you with complete information before the service is rendered to you. Once the transaction has been carried out, we are also required to send you reports on this transaction.

Generally speaking, the information you receive must be precise, correct, clear and non-deceitful. It must enable you to understand the nature of the service with which you are being provided and the type of financial product in which you are going to invest.

Good information must also be without ambiguity in substance as well as in form, particularly with regard to certain items: nature of the financial instrument; existence or non-existence of a guarantee; risk; recommended duration of the investment; expenses; performances. We are required to inform you of the advantages as clearly and completely as possible, but also about the risks resulting from realisation of the operations under consideration.

This obligation to provide information must be met at all times, whatever the method of subscription. In other words, if a financial instrument is subscribed for, it is advisable that you be provided with all documents containing information such that you can read them prior to any subscription. We will also keep you informed of possible developments in the characteristics of the products offered by Convera, however, already agreed products will not be affected by such developments.

We will provide you with information on executed Forward Contracts, Option Contracts and Future Payments Transactions immediately after its execution in the confirmation of transaction. We will also provide you with annual report of executed Forward Contracts, Option Contracts and Future Payments Transactions including also information which of those have not been settled to the date of the annual report.

2) Verification of the appropriateness and suitability of the service provided

For the services of advisory on financial instruments and execution of orders (please see the definitions above), we are required to request the following information in the form of an 'Appropriateness and Suitability Check':

The clients' knowledge and experience in the investment field relevant to the specific type of product or service, the clients' financial situation and the clients' investment objectives so as to enable the firm to recommend to the client the investment services and financial instruments that are appropriate and suitable for him.

Taking into account type and scale of the service, which is limited to FX-Forward Contracts, Option Contracts and Future Payments Transactions for Convera at the moment, the Service Provider must be able to assume at its reasonable discretion that transactions meet the following requirements:

1. it meets the clients' investment objectives;
2. any investment risks associated with the transaction are financially feasible for the client in accordance with its investment objectives; and
3. the client is able to understand the risks associated with the transaction based on its knowledge and experience. If we do not receive the information required when providing services in the form of investment advice, we may not recommend any financial instruments to the client.

Professional clients

The following subjects may be classified as professional clients:

A. Professional clients by law pursuant to section 66 para 2 of the Austrian Securities Supervision Act 2018:

Legal entities authorised or registered to operate in the financial markets of an EU member state or a third country as well as institutional investors ("**Status Professional Client**"):

- credit institutions
- investment firms
- other authorised or registered financial institutions
- insurance companies
- investment undertaking pursuant to section 1 para 1 no. 3 of the Austrian Capital Markets Act ("Kapitalmarktgesetz"), domestic or foreign mutual funds, domestic or foreign real estate funds, or similar schemes combining assets with diversified risks as well as the management companies of such schemes
- pension funds and management companies of such funds
- commodity and commodity derivatives dealers
- local firms pursuant to Art 4 (1) no. 4 of Regulation (EU) No. 575/2013
- other institutional investors
- central states, countries, regional governments of Member States and third countries as well as public bodies that manage public debt
- central banks pursuant to Art 4 (1) no. 46 of Regulation (EU) No. 575/2013 as well as international and supranational institutions such as the World Bank, the International Monetary Fund, the European Central Bank, the European Investment Bank or similar international organisations
- other institutional investors whose main activity is to invest in financial instruments, including entities dedicated to the securitisation of assets or other financing transactions

Companies which fulfil two of the following three criteria pursuant to last financial statements ("**Balance Sheet Professional Client**"):

- a balance sheet total of at least 20 million EUR
- net sales of at least 40 million EUR
- equity of at least 2 million EUR

B. Professional Clients upon Request pursuant to section 67 of the Austrian Securities Supervision Act 2018:

A person may ask Convera, in general or in relation to specific derivative contracts and/or investment services, to be treated as a professional client provided that it satisfies at least two of the following three criteria:

- The client has carried out transactions, in significant size, in the relevant market at an average frequency of ten per quarter over the previous four quarters;
- the size of the clients' financial instrument portfolio, defined as including cash deposits and financial instruments exceeds 500,000 EUR; and
- The client works or has worked in the financial sector for at least one year in a professional position, which requires knowledge of the transactions or services envisaged.

Convera may agree with the request if it makes sure that the client meets the above criteria and has the necessary experience and knowledge with investment instruments and investment services to which the request relates to, that such client is capable of making his own investment decisions and understands the related risks.

Becoming a Professional Client upon Request means a lower level of protection. You should take into consideration that such change may mean the loss of the claim to compensation from a foreign guarantee system similar to the Guarantee Fund of Investment Firms, and fulfillment of conduct of business rules in limited scope towards you.

If you are a Professional Client, you must communicate to Convera any changes that could influence your classification. Notwithstanding that, if you are a Professional Client upon Request, Convera shall continuously assess whether you satisfy the conditions necessary to be treated as professional client. If we become aware that you do not satisfy the conditions, we shall adopt the requisite measures towards changing your categorisation. Professional clients are subject to the following limitations of protection:

1) Duty to provide information

The duty of Convera to provide information is less thorough for 'professional clients' than it is for 'retail clients'.

2) Verification of the appropriateness and suitability of the service provided

With regard either to the suitability check or the appropriateness check, Convera may presume that, with respect to the, transactions and services for which said client is classified as a professional client has the necessary level of experience and awareness.

3) Foreign guarantee scheme

Professional clients also need not have a claim to compensation from foreign compensation systems for investors.

4) Financial background

It is also presumed that professional clients have, in relation to investment advisory services, a sufficient financial background for undertaking connected investment risks corresponding to his investment targets.

Other limitations of protection relate, among others, to the content of communication with client, the confirmation of transactions and account statements.

Eligible counterparties

We may regard a Professional client as an Eligible counterparty in relation to certain or all products, transactions and services provided to or entered into with this Professional client. In such case we are not obliged to follow the conduct of business rules towards the client.

A Balance Sheet Professional Client and Professional Client upon Request may request to be treated as an Eligible counterparty in written form. The request is subject to our approval.

When you request to upgrade your classification, we may reject such request because, for example, we deem that you deserve the highest level of protection.

You may request a higher level of protection through downgrade of the classification assigned to you (for detail see the Terms and Conditions). In your request you have to specify in relation to which products, transactions and/or investment services the treatment shall apply

In particular:

- A Professional Client Upon Request may request in writing to be treated as retail client. We will approve this request.
- A Status Professional Clients (including an Eligible counterparty) and Balance Sheet Professional Clients may request to be treated as retail clients. Such request is subject to our approval. In order to be classified as retail client, you must conclude a written agreement with us providing in relation to products, transactions and/or investment Services the treatment as retail client shall apply.
- An Eligible counterparty may again become a professional client by sending us a written request stipulating in relation to which products, transactions and/or investment Services you want to be so treated. We will approve this request.

Furthermore, on our initiative, we may: (i) treat you as a professional client or as a retail client notwithstanding that you could be classified as Eligible counterparty; and (ii) treat you as a retail client notwithstanding you could be classified as professional client.

8. How are we remunerated for the financial services which we provide to you?

Forwards

When buying a forward contract (including a non-deliverable forward contract) from Convera, we offer you an exchange rate that you are able to lock in for a future date. This rate will be less favourable than the wholesale or "interbank" exchange rate that we are able to access through our counterparties and the difference between the two rates minus costs is our profit or margin.

For example, if the interbank spot rate is trading at \$1,1834 and you are applying for a \$100,000 forward contract buying dollars for delivery in 3 months, the forward adjustment (due to the current and expected interest rate differentials between the currency you sell and the currency you buy and which is determined by the counterparty bank) accounts for 34 pips (1 pip = \$0,0001). This means that we are getting a net wholesale rate of \$1,1800, but the forward rate we are offering you could be \$1,1760. That means you pay us €100,000 to buy \$117,600; however, at a rate of \$ 1,1800, we pay our counterparty \$99,771 to purchase this amount in USD. We therefore generated an income of €229 or 0,23%. Costs will then have to be deducted from this amount to arrive at our profit margin.

The rate we offer depends on a number of factors, including: the value of the transaction and the currency involved, transaction costs such as the cost of credit, the likelihood of increases or decreases in the relevant exchange rates and the differing interest rates applicable to the currency pair involved in the transaction.

The exchange rates quoted in the media generally reflect the wholesale exchange rates which we will obtain from the interbank foreign exchange market - the rates that are available for free online are often not live rates and do not take into account costs of transacting, such as a credit charge or operating costs. Our access to more favourable exchange rates results from our comparative size, market access and the large volumes of foreign currency transactions we deal in.

The mechanism by which we generate revenue from option contracts is a little different.

Vanilla Options

If you buy a vanilla option, you will pay an initial premium, expressed as a percentage of the amount of currency you want to trade. Thus, a premium of 1,2% on a vanilla option that gives you the right to sell €100,000 and buy USD at \$1,1800 (i.e. Euro Put) will be € 1,180. In this case, we do not adjust the Protection Rate that the option provides you in the same way that Convera adjusted the forward exchange rate as specified in the example above. We are buying a vanilla option at \$1,1800 and selling you the same option. Instead, the premium we charge you will be slightly higher than the premium we are charged by our counterparty. For example, we pay 1% of the notional amount (€1,000) but charge you 1,2% of the notional amount (€1,200), which generates an income for us of 0,2% (€200). As with forwards, associated costs will then have to be deducted from this amount to arrive at our profit margin.

"Zero premium" options

With zero premium options, we do not make any adjustments to option premiums. Instead, our revenue comes from a difference between the premium paid for the option purchased and the premium received for the option sold.

Using a Participator as an example, where you have a 100% protection and generally a 50% obligation to trade at the Protection Rate, you may buy the same Euro Put described above in relation to vanilla options giving you the right to sell EUR 100,000 and buy USD at \$1,1800 should the EUR/USD rate be lower than 1,180 on expiry.

As above, this costs 1% of the notional amount (1% of €100,000) - therefore € 1,000 - from our counterparty. You simultaneously sell a Euro Call - obligating you to sell EUR 50,000 and buy USD at 1,1800 should the rate be higher at expiry. We offer you this structure at zero cost or zero premium; however, when we sell this EUR Call to our counterparty bank, we may receive from them a premium of 2,4% of the notional amount for the EUR Call - i.e. €1,200 (€50,000 x 2,4%). So we sold you the structure for the zero premium, but we received a net amount of € 200 (€1,200 received against €1,000 paid) which, after deducting expenses, is our income.

9. Investor Compensation Scheme

Convera is a participant in the *Système d'indemnisation des investisseurs Luxembourg* (**SIIL or Investor Compensation Scheme Luxembourg**). The SIIL can pay compensation to claimants if an institution is unable to meet its financial obligations. The FSCS is only available to certain types of claimants. There are limits on the amount of compensation available, which vary depending on the on the type of claim.

The SILL covers the compensation of clients up to an amount of EUR 20,000 per person and per institution. Clients must be compensated as soon as possible and no later than three months after the amount and entitlement to reimbursement have been established.

To benefit from the SILL guarantee, aggrieved clients are required to contact the SILL by: (i) post (at Protection des déposants et des investisseurs, CSSF, L-2991 Luxembourg) or (ii) by email (cpdi@cssf.lu) within 10 years of the date on which the CSSF determined that the institution does not seem to be able to fulfil its obligations resulting from claims of investors, or when the Tribunal d'arrondissement (District Court) in Luxembourg sitting in commercial matters ordered the suspension of payments or the winding-up of the failing institution. It should be noted that the SILL does not hedge the market value loss of financial instruments.

Further details of the SILL and the various exclusions to it are available on the website of the Luxembourg Commission de Surveillance du Secteur Financier: www.cssf.lu.

10. How do we prevent Conflicts of Interest?

Convera conducts its business according to the principle that it must manage conflicts of interest fairly, both between itself and its clients, between its employees and its clients and between one client and another. Our policy is to take all reasonable steps to maintain and operate effective organisational and administrative arrangements to identify and manage relevant conflicts. The senior management of Convera is responsible for ensuring that our systems, controls and procedures are adequate to identify and manage Conflicts of Interest. Our Compliance and Legal Departments assist in the identification and monitoring of actual and potential Conflicts of Interest. Convera has in place business-specific procedures that address the identification and management of actual and potential Conflicts of Interest that may arise in the course of the conducting business.

Considering the business activities related to the product portfolio of Convera, Conflicts of Interest may arise in situations that include:

- trading on own account;
- provision of advisory services to clients;
- personal account dealing of our employees.

Should a Conflict of Interest arise, it must be managed promptly and fairly. As a minimum standard Convera has in place arrangements designed to ensure that:

- there are effective procedures in place to control the flow of information where, otherwise, the risk of a conflict of Interest may harm the interests of a client;
- supervisory arrangements provide for separate supervision of staff where necessary for the fair treatment of the clients;
- there are appropriate controls in place to identify and to manage outside business interests of Convera employees and management;
- relevant information is recorded promptly in a secure environment to enable identification and management of Conflict of Interest – the Conflicts of Interests Register;
- appropriate disclosure is made to the client in a clear, fair and not misleading manner to enable the client to make an informed decision;
- appropriate inter- and intra-divisional escalation processes are in place and complied with where a Conflict of interest has been identified or may be identified;
- adequate records are maintained of the services and activities of Convera, where a Conflict of Interest has been identified;
- where necessary, Convera employees or managers may be asked to step aside from working on a specific transaction or participating in the management of a potential Conflict of Interest;
- where necessary, Convera employees or managers are subject to personal account transaction rules; and
- a periodic review of adequacy of the Convera's systems and controls in order to manage conflict of interest is in place.

In exceptional circumstances if some Conflict of Interest remains and, where permissible by local regulations, Convera will disclose it to affected clients. Disclosure is made of the general nature and/or sources of conflict to enable the client to make an informed decision, whereby the bank secrecy as well as personal data protection requirements are taken into account. In such a case we may resign any evaluation, advice or recommendation concerning the relevant financial instrument. At the client's request we will provide further details for the resolution of any such conflicts of interest on a durable medium.

Inducements

In a very limited number of cases Convera has entered into agreements with third party referral partners pursuant to which Convera would pay fees or commissions in relation to the provision of services to our clients.

If Convera enters into such an arrangement with a third party, the following notifications will be made to the client:

- Prior to the provision of the first investment service, the amount of the corresponding inducement, or if not known, the method to calculate it;
- After the provision of the investment service, the precise amount of the inducement paid or received; and
- At least annually, the total amount of inducements paid or received.

Employee remuneration

Our employees do not receive specific payments or commissions for providing you with financial product advice. Our employees may broadly be divided into two specific categories: branch staff and dealer/sales representatives. Our branch staff includes directors, managers, administration personnel. Our branch staff are remunerated primarily by base salary. We also provide a company bonus and revenue sharing plan to branch staff, which is payable when predetermined budget targets are achieved for each branch.

Our dealer/sales representatives are also remunerated primarily by a base salary. Individual dealer/sales representatives may also be paid bonuses when reaching their personally defined goals, which include quantitative as well as qualitative objectives.

11. What should you do if you have a complaint?

Our primary goal is to provide superior customer service. To achieve this goal we would like to hear from you if you are dissatisfied with any products you have purchased from us or any service you have received from us. We would also like to hear from you if you would like to compliment one of our employees for providing exceptional customer service.

We have established procedures and policies to ensure that any complaint you may have is properly considered and appropriate measures are taken to address any issues. If you have a complaint, you can raise it with us by: (i) e-mail at: CustomerServiceCE@convera.com; or (ii) telephone at 1 506 14-710 ; or (iii) visiting us in person at our offices (please see Section 12 below for our office address), or (iv) writing to us at our office address.

Any complaint you make will be handled in accordance with our complaints handling policy, copies of which are available on our website or upon request from your usual contact.

12. Contact Information

Convera Europe Financial S.A.

Registered Office Address: 6b rue du Fort Niedergrunewald, L-2226 Luxembourg

National Identification Number: B264303

Tel: +352 800 81 634

E-mail: CustomerServiceEU@convera.com

Website: <http://convera.com>

Office hours: 09:00 CET till 17:00 CET

Branch in Austria

Address: Kohlmarkt 8-10/1. OG, 2.OG, 1010 Wien

Tel: +43 1 928 055 616

E-mail: CustomerServiceCE@convera.com

Website: <http://convera.com>

Office hours: 09:00 CET till 17:00 CET

Regulatory Information

Convera is authorized and regulated by the Luxembourg Commission de Surveillance du Secteur Financier and has exercised its freedom of establishment rights to offer services through its branch in Austria.

For further information,
please contact us.

CustomerServiceCE@convera.com