

Zurich, December 4th, 2018

## New E-banking

Dear customer,

We are very pleased to announce you our new e-banking platform, which will be implemented in the next few days.

With the new e-banking solution from Mercantil Bank (Schweiz) AG you can professionally and efficiently execute all your financial transactions online, anywhere and anytime. Using the latest technologies, we ensure secure access to your account and portfolio data.

The Secure ID card will be replaced by a new authentication process called "CrontSign Swiss"

The new e-banking solution will be implemented on **December 10<sup>th</sup>**.

You are kindly requested to go through the following steps no later than the mentioned date.

- Access to your e-banking account before December 7th, by the latest until December 9th 2018
- Go to "E-documents"
- Download the document called "*IB activation code accompanying letter*" and save it on your computer
- Go to the "Mailbox" and download the instructions sent to you by Secure Mail on December 5th
- Wait until the implementation date (10.12.2018) and proceed with your e-banking activation (please check the documents sent to you by Secure Mail)

**User and password:** Are still valid, please do not change them

**Standing orders:** Will not be migrated into the new system, therefore enter them again

**Templates:** Will also not be migrated into the new system, therefore enter them again

Please be aware that the current e-banking system will still be working as usual until December 9<sup>th</sup> 2018.

Do not hesitate to contact us if you have any doubts or need any additional information concerning our new e-banking service +41 43 344 45 55.

Yours faithfully,

Mercantil Bank Suiza