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| **COUNTRY: SWITZERLAND** |

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| **PROSPECTS** | | | | | |
| **GROUP** | **ACTIVITY** | **CLIENT TYPE** | **INTERACTION MODE** | **OFFSHORE SCENARIO** | **ONSHORE SCENARIO** |
| **Social Contact** | **Social interactions** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| **Provide contact details** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |

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| **EXISTING CLIENTS** | | | | | |
| **GROUP** | **ACTIVITY** | **CLIENT TYPE** | **INTERACTION MODE** | **OFFSHORE SCENARIO** | **ONSHORE SCENARIO** |
| **Social Contact** | **Social interactions** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| **Provide contact details** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |

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| **PROSPECTS** | | | | | |
| **GROUP** | **ACTIVITY** | **CLIENT TYPE** | **INTERACTION MODE** | **OFFSHORE SCENARIO** | **ONSHORE SCENARIO** |
| **Marketing GENERAL** | **BRAND MARKETING** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| **General Marketing** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| **General Marketing of Products** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **General Marketing of Services** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |

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| **EXISTING CLIENTS** | | | | | |
| **GROUP** | **ACTIVITY** | **CLIENT TYPE** | **INTERACTION MODE** | **OFFSHORE SCENARIO** | **ONSHORE SCENARIO** |
| **Marketing GENERAL** | **BRAND MARKETING** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| **General Marketing** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| **General Marketing of Products** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **General Marketing of Services** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |

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| **PROSPECTS** | | | | | |
| **GROUP** | **ACTIVITY** | **CLIENT TYPE** | **INTERACTION MODE** | **OFFSHORE SCENARIO** | **ONSHORE SCENARIO** |
| **Marketing of Specific Services** | **Banking relationship (cash and securities account)** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Advisory Mandates** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Discretionary Mandates** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Securities Lending** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Lending** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| **Credit Cards** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| **Corporate Finance Advisory Services** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Wealth services** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |

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| **EXISTING CLIENTS** | | | | | |
| **GROUP** | **ACTIVITY** | **CLIENT TYPE** | **INTERACTION MODE** | **OFFSHORE SCENARIO** | **ONSHORE SCENARIO** |
| **Marketing of Specific Services** | **Banking relationship (cash and securities account)** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Advisory Mandates** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Discretionary Mandates** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Securities Lending** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **YES** |
| **Lending** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| **Credit Cards** | Retail | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| Professionals | Pro-actively | **NO** | **NO** |
| Upon RS | **YES** | **NO** |
| **Corporate Finance Advisory Services** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| **Wealth services** | Retail | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |
| Professionals | Pro-actively | **YES** | **YES** |
| Upon RS | **YES** | **YES** |