



1. General information

- 1.1. The Bank is a European company (*Societas Europaea*) with registered business address at Taunusanlage 9-10 (Marienturm), 60329 Frankfurt am Main, Germany, telephone number +49 (0)69 7532 1000, represented by Dr Wolfgang Fink (Chairman), Peter Hermann, Thomas Degn-Petersen and Dr Matthias Bock, registered in the commercial register of the local court (*Amtsgericht*) of Frankfurt am Main under registration number HRB 114190. More information on the Bank and its services can be obtained at request.
- 1.2. The Bank is a credit institution incorporated in Germany and, within the Single Supervisory Mechanism, subject to direct prudential supervision by the European Central Bank and in other respects by the German Federal Financial Supervisory Authority (*Bundesanstalt für Finanzdienstleistungsaufsicht, "BaFin"*) and Deutsche Bundesbank.
- 1.3. The language of communication between the Bank and the clients shall be English and the clients will continue to receive documents and other information from the Bank in English, except in such circumstances as may be notified to the client by the Bank. Communications between GSBE and its clients are largely oral, in writing, in text form or via other electronic means of communication. Instructions given by the client or on the client's behalf to the Bank shall be given in the form as the Bank and the client shall from time to time agree.
- 1.4. In addition to the information in this document, the Bank refers to the information contained in the other documentation received by the clients (including, without limitation, the Goldman Sachs European Terms of Business).

2. Client classification

The Bank classifies clients of the Global Markets Division as professional clients or eligible counterparties and applies the supervisory rules applicable for professional clients or eligible counterparties respectively. This means that the supervisory client protection regulations applicable for a private client are not applied. If a client requests to be categorised as a private client, thereby requiring additional protections under applicable law, the Bank will not be able to provide services to the client through its Global Markets or Global Investment Research Divisions.

3. Sending of confirmations and statements

Unless otherwise agreed, the following applies:

- 3.1. When the Bank executes an order on behalf of the client the Bank will, in respect of that order send a notice to the client confirming execution of the order, including essential information in respect thereof, no later than the first business day following execution or, where the confirmation is received by the Bank from a third party, no later than the first business day following receipt of the confirmation from the third party (provided that the confirmation would not contain the same information as a confirmation that another person must promptly dispatch to the client). This does not apply where an order executed on behalf of the client relates to bonds funding a mortgage loan agreement with said client, in which case the report on the transaction will be made at the same time as the terms of the mortgage loan are communicated, but no later than one month after the execution of the order. In the case of the execution of client orders relating to units or shares in a collective investment undertaking which are executed periodically, the Bank will either take the action specified in sentence 1 above or provide the client, at least once every six months, with the necessary information in respect of those transactions.
- 3.2. The Bank will provide the client with statements of financial instruments and funds (other than deposits) held for the client. These statements will be provided on a quarterly basis.

4. Safekeeping of financial instruments and client funds

- 4.1. The Bank is an authorised credit institution licenced to conduct deposit business. Accordingly, unless otherwise agreed in writing, client funds will be held by the Bank as a banker and not as a trustee or agent and the Bank will not be required to place client funds in a segregated account.
- 4.2. All financial instruments which the Bank receives from or holds for the client on the client's behalf for safe custody purposes shall be held subject to applicable law, including the Markets in Financial Instruments Directive (2014/65/EU) and implementing regulations, and the Bank shall in its books and records identify, record and hold such financial instruments separately from any of the Bank's own investments and other assets, with the identity and location of such financial instruments identifiable at any time, unless the Bank has executed a right to borrow, lend, pledge, charge, rehypothecate, dispose of or otherwise use for its own purposes any such financial instruments or the Bank has agreed with the client that ownership of the financial instruments passes to the Bank.
- 4.3. Deposits with GSBE are covered by (i) the *Entschädigungseinrichtung deutscher Banken GmbH* (Burgstraße 28, 10178 Berlin, Germany, www.edb-Banken.de) ("**EdB**"), the German Private Banks' statutory compensation scheme for depositors and investors, and (ii) the *Einlagensicherungsfonds des Bundesverbands deutscher Banken e.V.* ("**ESF**"), the voluntary top-up deposit protection scheme of the German private Banks. The EdB protects deposits and certain liabilities arising from securities transactions at certain credit institutions to the extent provided for under the German Deposit Guarantee Act (*Einlagensicherungsgesetz*), if applicable, in connection with the German Investor Compensation Act



(*Anlegerentschädigungsgesetz*). The ESF protects deposits, i.e. credit balances which result from funds left in an account or from temporary situations deriving from banking transactions and which GSBE is required to repay under the conditions applicable.

5. Note on the risks and properties of financial instruments

- 5.1. Clients should only conduct transactions with financial instruments if they have the necessary knowledge and experience and can assess the associated risks. Clients should also reassure themselves that the product is suitable for them in light of their investment targets, risk appetite and other personal and financial situation.
- 5.2. The Bank provides its clients with standardised basic information on financial instruments and the associated risks, which can be found here: <http://www.goldmansachs.com/disclosures/mifid>.

6. Conflict of Interest Management

- 6.1. The Bank and Goldman Sachs Group companies provide investment services for a large number of clients and conclude transactions with clients, counterparties and for their own account. There may be situations where the Bank or GS hold own interests in transactions on which they are advising a client or in which conflicts arise between the interests of the client and the interests of other clients or counterparties or Goldman Sachs Group companies or affiliated persons. The Bank takes precautions to ensure that there is no expected detriment on the interests of the client. To avoid such situations, the Bank may also refuse to become active for the client.
- 6.2. In particular, Goldman Sachs Group has rolled out global policies for handling conflicts of interest (a summary can be found under <http://www.goldmansachs.com/disclosures/mifid>) and set out procedures and measures for the early identification and avoidance of conflicts of interest. These precautions also include the creation of confidentiality areas and the oversight of the disclosure of information, suitable organisational structures and supervisory functions and regulations on employee remuneration. The policies also specify that the Bank informs the client of a potential conflict of interest in a general form under certain circumstances.

7. Complaints management

The Bank has internal procedure for an appropriate and rapid processing of complaints. On request, the client is provided with detailed information on the procedure to be observed when processing a complaint. Clients are requested to contact the Bank's Compliance department at the address specified under Item 1.1 in the event of a complaint.

8. Recordings of telephone calls and electronic communication

Telephone calls and electronic communication between the Bank and the client may be recorded.

9. Costs and Charges

The costs and charges actually incurred are determined by the services provided and are agreed individually with the Bank. Information on the other remunerations and costs incurred are listed in the client agreements. In addition, further costs, for instance taxes, may arise.

10. Branches

The Bank currently operates the following branches which provide services to clients of the Global Markets Division:

- 10.1. Goldman Sachs Bank Europe SE, Copenhagen Branch, *filial af* Goldman Sachs Bank Europe SE, *Tyksland* (Danish company registration number 40739572 and Danish Financial Supervisory Authority Number 29012). GSBE, Copenhagen branch is a Danish branch of the Bank passported under Directive 2013/36/EU.
- 10.2. Goldman Sachs Bank Europe SE, London Branch, a UK branch of the Bank passported under Directive 2013/EU and which is, to a limited extent, subject to local supervision by the UK Financial Conduct Authority.
- 10.3. Goldman Sachs Bank Europe SE, *Sucursal en España* (Madrid Branch), has a tax identification number of W2765172H and is registered with the Mercantile Registry of Madrid under Book 38114, Page M-678330 and Sheet 153. GSBE, Madrid branch is a Spanish branch of the Bank passported under Directive 2013/36/EU and is, to a limited extent, subject to local supervision by the Bank of Spain.
- 10.4. Goldman Sachs Bank Europe SE, *Succursale Italia* (Milan Branch) is an Italian branch of the Bank passported under Directive 2013/36/EU and is, to the relevant applicable extent, subject to local supervision by the Bank of Italy (*Banca d'Italia*) and the Italian Companies and Exchange Commission (*Commissione Nazionale per le Società e la Borsa "Consob"*).



- 10.5. Goldman Sachs Bank Europe SE - *Succursale de Paris* (Paris Branch). GSBE, Paris branch is a French branch of the Bank passported under Directive 2013/36/EU and is also supervised by the French Financial Markets Authority (*Autorité des marchés financiers, "AMF"*) and by the French Prudential Supervision and Resolution Authority (*Autorité de contrôle prudentiel et de résolution, "ACPR"*).
- 10.6. Goldman Sachs Bank Europe SE, *Sweden Bankfilial* (Stockholm Branch) is registered in the commercial registry of the Swedish Companies Registration Office (Sw. *Bolagsverket*) and the register of the Swedish Financial Supervisory Authority (*Finansinspektionen*). GSBE, Stockholm branch is a Swedish branch of the Bank passported under Directive 2013/36/EU and is, to a limited extent, subject to local supervision by the Swedish Financial Supervisory Authority (*Finansinspektionen*).

The Bank's branches can be contacted either under their specific address (which are available under <https://www.goldmansachs.com/our-firm/locations.html>) or under the address of the Bank's head office in Frankfurt am Main specified under Item 1.1.

11. Business hours

The business hours of the Bank and its branches are 9 a.m. to 6 p.m. on a business day in their respective local time, e.g. for the Frankfurt office 9 a.m. to 6 p.m. CET. Business day means any weekday other than Saturday or Sunday on which banks in Frankfurt am Main, Germany or the city where the respective branch is located are open for business.