

Information on changes to the Order execution policy for our investment services

Hello!

Thank you for entrusting us with your finances! We regularly review and update not just our array of services, but also the terms and conditions that apply to them. We would therefore like to inform you that we have made some changes to our Order Fulfilment Policy for our investment services (hereafter: Policy).

We have updated the entire Policy, including amendments to the following sections: 'Terms and abbreviations', 'Main principles of the Policy', 'Client's consent to the Policy', 'Types of Orders', 'Submission of Orders', 'Order aggregation and splitting', 'Order execution', 'Order execution concluding the Transaction independently by the Bank', 'Order forwarding for subsequent execution', 'Warning to Client', 'Achieving the best possible result', 'Order execution venues. Types of financial instruments', 'Disclosure of Order execution venues', 'Difficulties in the Order execution process. Information on unexecuted Orders', 'Procedure of processing Orders', 'Control of the Policy implementation' and 'List of Order execution venues and Intermediaries for financial instruments transactions'.

With these changes, we have simplified the sections of the Policy and introduced some clarifications bearing in mind legislative requirements.

We invite you to carefully read the new version of the Policy available on our website under [Protection of investor interests](#).

If you have any concerns or disagreements with the Policy, please contact us at 67010000. We remind you that, in this case, you can unilaterally break your contract for financial instrument transaction fulfilment by letting us know in writing, for example, by messaging us through the online bank. Before you cancel your contract, please ensure that there is no money or financial instrument balance in your financial instrument account, and that all obligations arising from the contract have been fulfilled.

If we do not receive any objection from you by April 23, 2021, we take this to mean that you agree with the new version of the Policy, and it will apply to your financial instrument transactions.

Regards,

Your Citadele