

OUTSOURCING – JANUARY 2024

Services	Description of the Services	Data that may be shared	Data Access
Administration Services	The provision of administration services in relation with offshore securities agent activity	Clients and transactions data	Information may be shared on a confidential basis with the service provider located in Singapore
Payroll Management Services	The provision of administrative services to support Human Resources activities	Employer and employees data	Information may be shared on a confidential basis with the service provider located in Luxembourg
Fund Administration Services	The performance of operational tasks and financial reporting in relation with the core fund administration services	Clients and transactions data	Information may be shared on a confidential basis with the service provider located in Luxembourg
Custody Services	The hosting, development and provision of support and maintenance of a custody client website	N/A	No data access
Paper Archive Management	Data management including the storage and archiving of relevant documents	Clients and transactions data	Information may be shared on a confidential basis with the service provider located in Luxembourg
Proxy Voting	Provision of proxy request and voting information to the relevant client investor	Clients and transactions data	Information may be shared on a confidential basis with the service provider located in Belgium
Regulatory Reporting	The provision of regulatory reporting services relating to FATCA / CRS	Clients and transactions data	Information may be shared on a confidential basis with the service provider located in Luxembourg
Regulatory Reporting	The provision of various regulatory tax and VAT reporting services	Clients data	Information may be shared on a confidential basis with the service provider located in Luxembourg
Compliance Services	The provision to visualise compliance	Compliance data	Information may be shared on a confidential

	data in terms of risk and control activities, while maintaining a continuous alignment between the compliance risk framework (the "CRA") and compliance control activities (the "CMP").		basis with the service provider located in Luxembourg
Telephony Services	The hosting, development and provision of telephony services	Communication data and instant messaging data	Information may be shared on a confidential basis with the service provider located in Luxembourg
SOC-SIEM Services	The Monitoring of the IT infrastructure against Cyber attacks	System logs	Information may be shared on a confidential basis with the service provider located in Luxembourg
IT Service Desk Level 1	First level of IT helpdesk	N/A	No data access
Storage Infrastructure Monitoring	The hosting of a monitoring agent of the central storage unit outside the Bank's own infrastructure in case of disaster scenario	N/A	No data access
Regulatory Reporting	The transfer of a secure data file via API towards the <i>Commission de Surveillance du Secteur Financier</i> for the purpose of regulatory reporting	Clients data	Information may be shared on a confidential basis with the service provider located in Luxembourg
HR Trainings & Recruitment services	The provision of administrative services to support Human Resources activities	Employer and employees data	Information may be shared on a confidential basis with the service provider located in Luxembourg