UBP E-BANKING: STARTER KIT

ebanking.ubp.com

UBP

Union Bancaire Privée

WELCOME TO UBP E-BANKING
Your online wealth management service

Experience the convenience of our desktop and mobile digital banking service to keep in contact with your relationship manager, follow our latest news, manage your accounts, consult your documents and make your payments as well as benefiting from state-of-the-art security and seamless browsing:

AUTHENTICATION
Secure and best-of-breed authentication methods for you to access the platform – fingerprint or face recognition, QR code or push notifications.

MULTI-DEVICE ACCESS
You can access UBP e-Banking via ubp.com on your computer through Internet Explorer (10, 11, Edge), Chrome, Firefox and Safari*.

UBP Mobile, the mobile e-Banking app, can be downloaded from the stores here:

Google Play

App Store

PORTFOLIO CONSULTATION
See your portfolios, broken down by asset class or currency, with direct access to performance histories and transaction lists.

Export data, account statements and transaction notices daily.

* We recommend that you update your browser to the latest version to enjoy the best user experience.

PAYMENTS

Transfers and payments to your predefined and approved beneficiaries can be made on any device in just a few steps. This includes both Swiss domestic and international payments or inter-account transfers.

DOCUMENT ACKNOWLEDGEMENT

Documents requiring acknowledgment of receipt, such as portfolio and account statements and transaction advices, can be viewed and responded to online.

ACCESS TO UBP'S ANALYSIS AND NEWS

Access all of UBP's latest investment publications and corporate news directly on the homepage, including the latest videos.

NOTIFICATION SYSTEM

This feature allows you to be notified when there is something new on the platform, such as a message, a statement and/or a document that needs to be acknowledged.

COMMUNICATION TOOLS

Use the messaging service for formal exchanges and instructions, or the chat for faster, on-the-go communication. Both methods are secure, recorded and available both on desktop and mobile.

Please note that some of the above functionalities might not be available, depending on your e-Banking contract and jurisdictions. If you encounter any trouble accessing our UBP e-Banking service, you can contact your relationship manager and/or our support line, eBankingSupport@ubp.ch.

YOUR FIRST CONNECTION

These instructions will guide you through your first connection to UBP's e-Banking and help you to set up your password. For this first connection you will need your SecurID Key, which you will have received with this booklet, and your username, which has been sent to you separately.

Kindly note that your first connection to the e-Banking has to be on desktop. After that, you will be able to access it from your mobile (see page 5 of this starter kit).

Step 1 – Activation
Please contact your Relationship Manager for activation before proceeding with the following steps.

Step 2 – Starting screen
Access our website, www.ubp.com, and click on My Access > e-Banking EMEA.
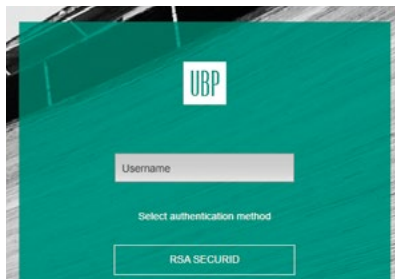You can also go directly to https://ebanking.ubp.com.

Step 3 – Username
Fill in the username field and click on "Next".

Step 4 – Authentication
Click on the "RSA SecurID" option.

Step 5 – SecurID
The password field has to be left empty. Fill in the SecurID* field, and click on "Log in", upon which you will be redirected to a new page.

*The SecurID numbers (6 digits) have a validity period of one minute and each number can only be used once.

PASSWORD SETUP

Step 6 – Password choice
Enter a password (PIN) of your choice between 4 and 8 characters long.
Allowed characters: letters and/or numbers.
e.g. 98765 or bravo123

Step 7 – Password confirmation
Enter the password again to confirm it and click on "Log in".

Step 8 – Login
Once your new password has been accepted, you will be redirected to the login page. You can now log in with your username, newly defined password and a new SecurID number. This is the login procedure from now on. (Steps 1 to 7 are only required for the first connection process).

Is your access all set up on desktop? Then download UBP Mobile now for on-the-go access.
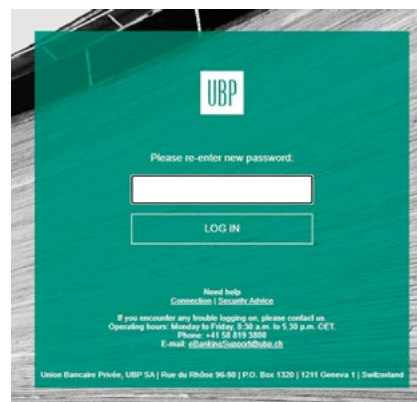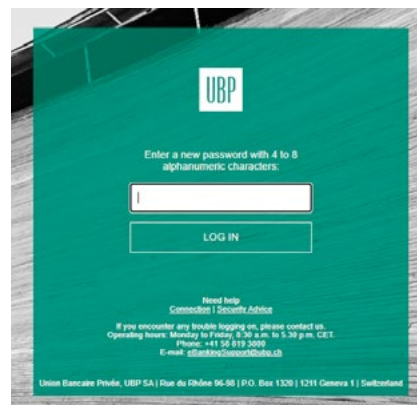
AUTHENTICATION OPTIONS

After your first connection, you can identify yourself with the SecurID key from your desktop computer and your mobile. If you want to avoid having to use the SecurID key, UBP's e-Banking offers you different authentication options.

On your mobile, you can log in with the SecurID key, but also with your fingerprint or face ID, depending on your mobile device's features. The fingerprint option is offered when you first log in on your mobile and is accessible in the UBP Mobile app settings.

On your computer, you have 4 login options:
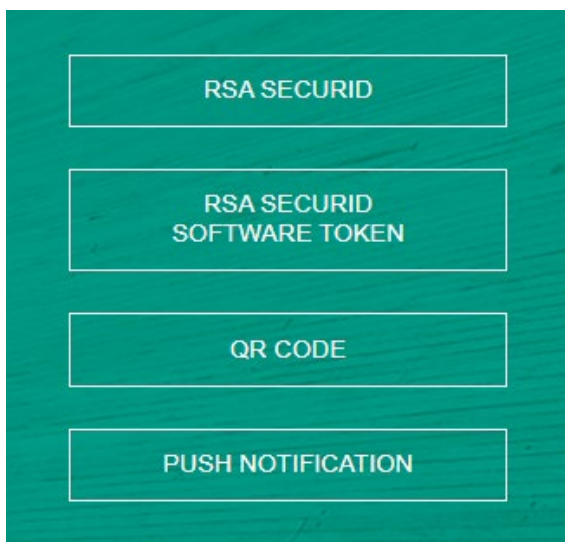
- With the SecurID numbers displayed on your SecurID Key

- With the SecurID numbers displayed on your SecurID app

- With a QR Code*. In your mobile app, under "More" you can scan the QR Code on your computer.

- With a push notification system*. Once you have provided the authentication confirmation, you will be able to log in.

* This option is only available if you have the UBP app on your mobile.

FAQ

1. **I can't connect to my account.**
    Prior to your first connection you must contact your relationship manager to have your account activated.
    Make sure that the SecurID number does not expire during the connection process.

2. **My password is not valid.**
    Your password allows letters and numbers and must have between 4 and 8 characters.
    Please note that, after a failed attempt to log in due to a password error, you must wait for a new SecurID number to be generated and restart your connection procedure.

3. **How do I keep my account secure?**
    Because security also depends on user vigilance, you are advised to comply with the following instructions at all times:

    - Connect from safe locations only

    - Keep your SecurID Key and access codes in separate safe locations

    - Use a recognised antivirus package to protect your computer

    - Make sure you log out properly, using the "log out" button

    - Keep your computer's operating system up-to-date

If you encounter any trouble logging on, please contact us
(operating hours: Monday to Friday, 8.30 a.m. to 5.30 p.m. CET):

Email: eBankingSupport@ubp.ch
Phone: +41 58 819 3800

Signatory of:

PRI | Principles for Responsible Investment

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