

Dear Customer,

To serve you better, we have been improving our process for distributing investment products. The information below will tell you **certain aspects that you should keep in mind while investing and how you will benefit from these changes:**

What is going to change?

As regulations on investment services changes, Bankinter is going to change its model for distributing investment products **in order to enhance customer protection** by:

Providing better information.

Increasing employee training.

Increasing transparency in our investment services.

We also anticipate making further improvements in order to make **subscribing for products and services simpler, quicker and more flexible** for our customers.

Bankinter investment services.

Bankinter will continue to provide the following investment services:

Reception, transmission or execution of orders.

Non-independent investment advice.

Portfolio management.

These investment services will become more widely available (particularly to **company customers**, who will be able to better manage their excess liquidity in accordance with current legislation).

This new business model will include the **"General Investment Product and Services Leaflet" with detailed information on the features of investment products and services and on how the model is designed to protect our customers' interests.** This document will be available in **January 2018** on: bankinter.pt

What do you need to do?

In **January 2018**, whenever you want to acquire an investment product, you will have to:

- 1 **Complete a new "knowledge and experience questionnaire"** answering a series of direct and intuitive questions about a given product family to determine if the investment transaction you intend to carry out is suitable to your profile.
This questionnaire will be valid for 2 years, unless you choose to update it, or if the information you provided has changed.
These changes will be for products acquired either with support from your Relationship Manager or on your own initiative through the Homebanking/Bankinter Particulares service.
- 2 For products placed through investment advice services or by subscribing to the portfolio management and advisory service, you will be asked to **complete a new "suitability questionnaire"** to ensure that the product or service is suitable to your investment objectives, financial situation, knowledge and experience.
- 3 For **recurring investment services**, advisory and portfolio management services, you must **maintain the suitability to your specific circumstances.** Therefore, the bank will undergo a **regular assessment** based on the most recent information on your financial situation, knowledge and experience.

How does this benefit customers?

Our approach, in compliance with current regulations, aims to provide you with:

- +** **Protection** **As customers will receive more information** (before and after sales) and all investment products will be subject to at least a **knowledge and experience assessment.**
- +** **Quickness** **Subscribing for investment products will be simple and quick.** The number of steps has been reduced, and suitability questionnaires have been drawn up with more direct and intuitive questions.
- +** **Flexibility** Customers will be able to invest in products with **different risk profiles, based on their objectives** with each type of investment.
- +** **Training** **Our employees will undergo an intense training programme** in order to inform and support you better in order to take investment-related decisions.
- +** **Accessibility** **Companies will have wider access to investment products and services.**