



ALWAYS BY YOUR SIDE

Dear Partner,

Given the recent announcements from European governments concerning the health crisis, we assure you that we are organised and fully mobilised to ensure the continuation of our services.

Regarding the processing of our operations, we inform you of the following measures:

- **Email is preferred** for sending all of your requests. We thus process all of the customer's transaction requests, subject to receiving all of the required documents duly signed in pdf format or via electronic signature platforms. With each correspondence, you will receive an acknowledgment of receipt indicating that your request is being handled.

When a document requires several signatures, we agree to receive separate pdf copies, each including the relevant signatures.

- **The originals**, with the visible indication on the 1st page "originals for completion", followed by the date of dispatch of the file by e-mail, **can now be sent to the Company**.
- **Some of our operations or email processing may, however, experience slight delays in execution** (with the exception of the investment/disinvestment orders which will be dealt with upon reception of the latter) **and we must thank you in advance for your patience**.

We remind you of the e-mail addresses to use:

- group_assurance_lu_cswm_italie@cardifluxvie.lu
- group_assurance_lu_cswm_france@cardifluxvie.lu
- group_assurance_lu_cswm_belgique@cardifluxvie.lu
- group_assurance_lu_cswm_international@cardifluxvie.lu
- sales.support.ml@cardifluxvie.lu

Thus, for our correspondence with counterparties (custodian banks and investment managers), **we ask you to accept our execution instructions by e-mail** (transfer orders, investments / disinvestments, account openings, investment strategies) instead of by fax or by original documents. Please do not hesitate to get in touch with your usual contacts if this mode of communication is problematic.

Over the next few weeks, we will be collectively flexible and agile in order to act in the best interest of our customers. Your usual contacts remain at your disposal for any further information relating to these measures.

Regards,

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