

Mandatory information document

I. Duty to provide information

This Appendix fulfills the duty to provide information under the Financial Services Act (FinSA). The latest version of this document can be found at [AXA.ch/en/easyinvest](https://www.axa.ch/en/easyinvest). Product-specific information on EasyInvest is provided in the product fact sheet, which can be found at [AXA.ch/en/easyinvest](https://www.axa.ch/en/easyinvest). Should you require further information, please do not hesitate to ask your advisor or contact us using the details below.

II. Name and address of the financial service provider

The financial service agreed with you is provided by

AXA Insurance Ltd.
General Guisan-Strasse 40
8400 Winterthur

[AXA.ch](https://www.axa.ch)
0800 809 812
easyinvest@axa.ch

III. Field of activity

AXA Insurance Ltd. is active in the field of insurance and related business. The financial service it provides under this Agreement is discretionary management.

IV. Supervisory status

AXA Insurance Ltd. is authorized by the Swiss Financial Market Supervisory Authority FINMA ([finma.ch](https://www.finma.ch)), Laupenstrasse 27, 3003 Bern, to provide discretionary management for EasyInvest.

V. Possibility of initiating mediation proceedings before a recognized ombudsman

Your satisfaction is our concern. However, if your expectations have still not been met, please contact your advisor or AXA so that we can find a joint solution. If no solution can be found, you can always contact the ombudsman specified below:

Verein Ombudsstelle Finanzdienstleister
Bleicherweg 10
8002 Zurich

VI. General risks associated with financial instruments

Financial instruments always involve risks.

These can work out to your advantage or disadvantage. Please consult the brochure "Risks Involved in Trading Financial Instruments," which can be found at [AXA.ch/en/easyinvest](https://www.axa.ch/en/easyinvest). Details of specific risks are contained in the fund fact sheets, which can be found online or requested from AXA. If you have any questions, please ask your advisor or contact AXA using the details given under II above.

VII. Personally recommended financial service and the associated risks

With the EasyInvest discretionary management product, you instruct AXA to manage assets held in your name. To this end, AXA proposes an investment mix comprising various asset classes that you can adjust online at any time. AXA employs due diligence to select suitable investment funds for each asset class from its investment universe. It ensures that the agreed investment mix is implemented for you. However, AXA reserves the right to substitute investment funds and to adjust the proposed investment mix or individual asset classes. If it does so, it ensures that the adjustments are aligned with your financial circumstances and investment goals. For further details, please see the product fact sheet, which can be found at [AXA.ch/en/easyinvest](https://www.axa.ch/en/easyinvest).

With discretionary management, you have the right to invest your managed assets in various asset classes. The investment mix proposed by AXA ensures appropriate risk diversification as far as possible. You can view the composition, valuation and performance of your portfolio and the costs associated with discretionary management online in the pensions portal at any time.

Discretionary management involves the following risks:

- **Risk associated with the selected investment mix:** Various risks (outlined below) may arise from the agreed investment mix based on the risk profile determined for you. You bear these risks in full. The risks are explained to you before the investment mix is agreed. You can find an overview of your risks online in the pensions portal.

- **Capital preservation risk, i.e. risk that the selected investment funds will lose value:**

This risk, which you bear in full, can vary from one investment fund to another. For details of the risks of individual funds, please see the Swiss Bankers Association brochure “Risks Involved in Trading Financial Instruments” and the respective fund fact sheets. The performance of your investment mix is shown online in the pensions portal on the basis of the most recent available prices.

- **Information risk on the part of AXA, i.e. risk that AXA does not have sufficient information at its disposal to make a sound investment decision:**

In its discretionary management, AXA takes account of your financial circumstances and investment goals (assessment of suitability). If you provide AXA with incomplete or inaccurate information on your financial circumstances and/or investment goals, there is a risk that AXA will not be able to propose an investment mix that is suitable for you.

- **Individualization:** You can adjust your personal investment mix online in the pensions portal at any time, and we will implement your preferences without delay. You can thus increase or decrease your risks compared with AXA's recommendation. If you do so, AXA cannot guarantee that your selected investment mix is aligned with your financial circumstances and/or investment goals.

IX. Information on costs

AXA charges the agreed discretionary management fee for the services provided under the Agreement. The investment funds purchased give rise to additional costs, details of which can be found in the respective prospectus or fact sheet. The current fees can be found in the customer portal.

IX. Conflicts of interest regarding AXA's Easy-Invest asset management

General approach

Conflicts of interest may arise that involve the asset management activities of AXA Insurance Ltd (hereinafter “AXA”) for its EasyInvest asset management product. AXA makes every effort to identify these conflicts early and avoid them through suitable measures. If the measures taken are insufficient to reasonably protect your

interests, AXA informs you about the conflict of interest. AXA may disclose such conflicts personally, in contracts, information sheets, product documentation or on the AXA website at [AXA.ch/en/easyinvest](https://www.axa.ch/en/easyinvest).

AXA places your interests above its own as well as those of its employees, and ensures that the interests of all customers are treated equally.

Measures for avoiding conflicts of interest

AXA employees are obliged to follow AXA's relevant directives and code of ethics, ensuring that they always act prudently and in the interests of customers. AXA has taken suitable measures to avoid conflicts of interest and where this is not wholly possible, has implemented measures to minimize risk. AXA has taken the following precautions in particular:

- **Organization:** AXA has clearly regulated responsibilities and functions and, where appropriate, has separated them. Sensitive information is only disclosed in each case to those departments that need to know such information.
- **Staff training:** AXA regularly carries out training on applicable directives and laws.
- **Regulations on accepting gifts:** gifts and invitations are subject to authorization if they exceed a certain value or regularity.
- **Reporting process:** there is a reporting process for employees regarding conflicts of interest and secondary occupations.
- **Whistleblowing hotline:** employees can confidentially report behaviors or internal processes that are not in your interest.

Potential conflicts of interest

Conflicts of interest may arise in particular in the following situations or due to the activities described:

- Inclusion in the market offering of funds of companies connected to AXA.
- Conducting business relationships with various fund providers.
- Connections to and dependency on the custodian bank and software provider.
- Performance-related compensation to advisors who offer you the EasyInvest product.

Dealing with potential conflicts of interest

When choosing financial instruments for EasyInvest, AXA provides a broad market offering that covers group-owned and external investment funds. The use of group-owned funds can lead to conflicts of interest, as companies connected to AXA for certain services provided (for example as fund or asset manager) for the relevant financial instrument may receive additional income, creating an incentive to prefer such funds. From your perspective, the investment in such financial instruments may therefore involve higher costs or reduce the yield. To avoid this conflict of interest, however, we ensure that funds are selected in your best interest using a defined, multi-level product selection process based on industry-standard and objective parameters (e.g. yield, volatility, diversification, peer groups) that also involves various internal departments.

AXA makes independent decisions on fund selection as part of the selection process for EasyInvest asset management. It does not receive any reimbursements, retrocessions or similar payments from the funds employed. If AXA were to receive such payments in future, it would credit them to you. Strict guidelines on guaranteeing staff integrity apply to financial or non-financial gifts to employees. Our staff contact the Compliance department if there are any potential conflicts of interest. Furthermore, there are no financial or non-financial incentives involved in the selection of funds by those employees responsible for asset management.

AXA may have financial connections to companies offering financial instruments that could normally be offered as part of EasyInvest. Such connections mask the risk of employee integrity being compromised and therefore of funds being employed that are not in your interest. AXA counteracts this potential conflict of interest through the above-mentioned multi-layered selection process.

The custodian bank and subcontracted software provider represent external business relationships. AXA cannot exclude the possibility that the software used influences AXA in its decision-making. Potential conflicts arise if other software providers or custodian banks offer terms that could result in lower costs and better services for you. To protect your and AXA's interests as much as possible, AXA regularly reviews the attractiveness of the product on the market. AXA deliberately reduces its dependence on the named parties to an extent where your interests cannot be significantly compromised. AXA achieves this, for example, by ensuring that software development is not only carried out through external partners but also through its own teams and by documenting the IT landscape accordingly.

There is another potential conflict of interest in the marketing of EasyInvest due to the performance-related remuneration of your advisor. This means that the advising person has a financial interest in selling the product, even if the product may not wholly meet your needs. The risk of false incentives is deliberately reduced through steps taken by AXA, such as standardized, tool-controlled selling processes and regular quality controls by internal departments independent of the advisors. The simple act of concluding a contract without a deposit does not generate commission, which significantly minimizes the risk of false incentives.

If you would like further information or have any more questions on how we deal with conflicts of interest, you can get in touch with us using our contact form at [AXA.ch/contact](https://www.axa.ch/contact).