

# 1. Information about Nordea Bank S.A. Singapore Branch and its services

## 1.1 Introduction

Nordea Bank S.A., Singapore Branch (or the "Bank") hereby provides its Client with the following information:

## 1.2 Basic information – contact details, etc.

### Name and registered address:

Nordea Bank S.A., Singapore Branch  
138 Market Street  
#09-03 CapitaGreen  
Singapore 048946  
Telephone: +65 6597 1070  
Fax: +65 6597 1080  
E-mail: [nordea@nordea.sg](mailto:nordea@nordea.sg)  
[www.nordeaprivatebanking.com](http://www.nordeaprivatebanking.com)  
S.W.I.F.T.: NDPBSGSG  
Company Reg. No. T13FC0044L  
GST Reg. No. M90368537E

### 1.2.1 Head office – contact details

Nordea Bank S.A.  
Registered address:  
562, rue de Neudorf,  
L-2220 Luxembourg  
Grand Duchy of Luxembourg  
Mailing address:  
P.O. Box 562  
L-2015 Luxembourg  
Grand Duchy of Luxembourg  
Telephone: +352 43 88 77 77  
Telefax: +352 42 44 95  
URL: [www.nordea.lu](http://www.nordea.lu)  
E-mail: [nordea@nordea.lu](mailto:nordea@nordea.lu)  
Trade register number Luxembourg No: B 14157  
VAT number: LU 10577341

### 1.2.2 Other branch – contact details

Nordea Bank S.A., Luxemburg, Zweigniederlassung Zürich  
Mainaustrasse 21-23  
Postfach CH-8034 Zürich, Switzerland  
Telephone: +41 44 421 42 42  
E-mail: [nordea@nordea.ch](mailto:nordea@nordea.ch)  
URL: [www.nordea.ch](http://www.nordea.ch)

### 1.2.3 Representative office – contact details

#### Spain

Nordea Bank S.A., Marbella Office  
Avenida Manolete s/n  
Centro Comercial Plaza  
Via 1, Loc 5-6  
E-29660 Nueva Andalucía (Málaga)  
Telephone: +34 952 81 69 25  
Telefax: +34 952 81 69 54  
E-mail: [spain@nordea.lu](mailto:spain@nordea.lu)

## 1.3 Bank licence and supervisory authority

The Bank is regulated as an offshore bank under the Singapore Banking Act (Cap 19.), as amended. It is supervised by the Monetary Authority of Singapore, [www.mas.gov.sg](http://www.mas.gov.sg).

Nordea Bank S.A. is admitted as a credit institution under the Luxembourg law of 5 April 1993 on the financial sector, as amended. It is supervised by the Luxembourg Commission de Surveillance du Secteur Financier, 110, route d'Arlon, L-2991 Luxembourg, [www.cssf.lu](http://www.cssf.lu).

## 1.4 Services

The Bank provides private banking services, in particular: wealth management; wealth planning; portfolio management; investment advice; transactions in securities and other financial instruments; current account and currency exchange transactions; investment credits.

## 1.5 Communication means and language

In general, the Client will be allocated to a contact person ("Wealth Partner") or a particular service group. The specific correspondence details will be communicated separately to the Client.

The working language of the Bank is English. Written information and documents are issued in the English language. The Client can communicate with the Bank in person, by telephone, in writing or by e-mail (kindly request conditions).

In general, the Bank does not consider e-mail to be a sufficiently safe way of communication compared to regular mail or phone. Unauthorised persons could gain access to the information. In addition, there is no guarantee that an e-mail will be properly delivered. As a result thereof, the Bank cannot be held liable for damages caused by the improper delivery of any email nor for any breach in confidentiality.

## 1.6 Information about executed transactions

A confirmation of every executed transaction will be sent to the Client no later than one business day following the execution of the transaction. At the Client's request, the Bank will supply information on the status of his/her order. At least once a month the Client receives a portfolio statement showing his/her assets and liabilities held with the Bank. The Client may request the Bank to send such portfolio statements at more frequent intervals. Depending on the service provided to, or requested by, the Client, further reports may be issued. In particular, if the Bank provides portfolio management services to the Client, special reporting obligations shall be mentioned and agreed upon in an agreement for portfolio management services.

## 1.7 Information about risks related to investment transactions

When the Client invests in the financial markets, he/she should be aware of the risks related thereto. The Client should not enter into any investment transaction before having read the Risk Disclosure Statement made available by the Bank.

## 1.8 Information about conflicts of interest

The Bank has taken measures to manage conflicts of interest (see the Conflict of Interest Policy).

## 1.9 Charges and commissions

For information about the Bank's Charges and Commissions, please refer to the separate leaflet "Charges and Commissions".