

SIX x-clear Member

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Optimization of internal processes – for more efficiency

Dear Sir, Madam

SIX continually strives to optimize the efficiency of its internal processes as well as its cooperation with external suppliers to offer you high-quality and future-oriented products and services. In certain areas, we also draw on the expertise of specialist third-party providers for this purpose.

We are contacting you to notify you in a clear, transparent manner about two instances of outsourcing which we have implemented in order to structure our processes in a better, more efficient way.

a. Outsourcing of internal services to the SIX Shared Service Center (SSC) in Warsaw, Poland

SIX is establishing a Shared Service Center (SSC) in Warsaw, Poland. The SSC is a branch of SIX Global Services Ltd, which is domiciled in Zurich. In future, the SSC will provide various internal services for SIX in Switzerland and other countries. These services primarily relate to the areas of finance and IT, but not any other back-office functions.

There are specific plans in place to establish both an accounting and SAP IT team. The employees in these two teams, who will have a contract of employment with SIX, will work via **secured connections** to access SAP applications in Switzerland, which contain various data on participants and members. **No data of end-clients** (Client Identifying Data, CID) are saved in these applications. **The SAP applications themselves as well as all the related databases and hardware will remain in SIX's secure computer centers in Switzerland.**

The SSC and the various teams, including the access to applications and data, are being established in close consultation with the Swiss Financial Market Supervisory Authority (FINMA).

FrontLine

b. Use of services provided by Tata Consultancy Services Switzerland Ltd (TCS)

SIX SIS Ltd (settlement and safekeeping of securities) makes use of various IT services via SIX Group Services Ltd from Tata Consultancy Services Switzerland Ltd (TCS). TCS is a global provider of IT services, consultancy and business solutions. The Tata Group is headquartered in Mumbai, India.

Specifically, we use the following services of TCS:

- Product Management & Business Analysis Support
- Enhancement Services
- Maintenance & Technical Support Services
- Business Support Services.

In making use of these services for internal purposes, certain data may be forwarded to and processed by TCS. **We assure you that your rights under Swiss law are safeguarded at all times.**

If you have any further questions, please contact your Relationship Manager.

Yours sincerely

SIX x-clear Ltd

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Head Global Relationship & Network Management

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