GENERAL TERMS AND CONDITIONS OF THE WEB BANKING DIGITAL SERVICES

A. GLOSSARY

Bank: BGL BNP PARIBAS SA.

beAdvised: the remote service for receiving investment advice and/or news on the Bank's investment strategy, reserved for Clients who have signed up to investment advisory services.

Client: natural persons or legal entities who have business relations with the Bank and who use the Digital Services. The term "Client" also refers to a Client's representative(s) whenever such person(s) use(s) the Digital Services in the name and on behalf of the Client.

General Terms and Conditions: the General Terms and Conditions of BGL BNP Paribas, available on the Bank's website.

Equipment: the device, smartphone, tablet, computer or any other IT equipment through which Users use the Digital Services.

Login Details: all means made available by the Bank by which Users sign in or otherwise identify themselves to access and use the Digital Services. Depending on the Digital Service in question, these may include a secret code, password, an access pack or the SMID unique identifier (or client number) provided by the Bank, a code card (physical card containing 16 alphanumeric codes), a device based on an electronic certificate issued by a trusted third party chosen by the Bank (including LuxTrust), or a combination of these or any other means to be determined by the Bank as technology advances.

Digital Service(s): one or more remote services that the Bank's Luxembourg Retail Banking division and Luxembourg Private Banking provides to its Clients, as described in Part C of these General Terms and Conditions of Digital Services.

User: any natural person, agent or legal representative appointed by a Client or authorised by the Client's representative through forms provided by the Bank, to access and use the Digital Services on the terms set out by the Bank in these General Terms and Conditions of the Digital Services.

Web Banking: the remote service giving access to a range of banking information and features, such as viewing Clients' assets and liabilities, submitting payment instructions and placing stock market orders.

B. COMMON TERMS OF THE DIGITAL SERVICES

1. SCOPE

These Digital Services General Terms and Conditions apply to any Client's and/or User's use of the Digital Services provided by the Bank. Terms specific to only some of the Digital Services are mentioned in point C of these Digital Services General Terms and Conditions. In the event of a contradiction or divergence between the terms set out in parts B and C, the specific terms of part C shall prevail.

The services, products and bank accounts that Clients and/or Users access and use through the Digital Services are subject to the latest version of the General Terms and Conditions insofar as there is no contradictory provision herein. In particular, use of the Digital Services does not affect the burden of proof as it exists between the Bank and Client, or rules on settling online payment disputes. The parties expressly agree that the use of valid Login Details (as documented in the Bank's systems, which have the same value as an original document and shall be deemed valid in the event of a dispute) for any operation, instruction or transaction instigated through the Digital Services constitutes irrevocable proof of its existence and of the Client's acceptance thereof. The Parties acknowledge that contracts entered into in connection with the subscription to products or services via Web Banking and signed electronically using a LuxTrust certificate have the same legal effect and the same evidential value as a handwritten signature. Unless otherwise stipulated herein, the General Terms and Conditions also apply to the Digital Services.

2. ELIGIBLE CLIENTS

Minors may only access the Digital Services if they have their parents' permission to enter into a contract, subject to acceptance by the Bank.

3. NATURE OF THE DIGITAL SERVICES

Unless otherwise agreed between the parties, outside of personalised electronic correspondence between the Client and Bank (including advice given through the beAdvised Digital Service to Clients who have signed up to an investment advisory service), the Bank will not provide any investment advice through the Digital Services. Before making any investment decision, Clients should therefore check whether this investment is suited to their financial knowledge and experience, investment objectives and financial situation. The Bank shall bear no liability as to whether any trade placed or instructed by a Client is timely or suited to their investor profile.

4. PROVISION OF THE DIGITAL SERVICES

The Bank is free to reject a subscription to any Digital Service or restrict its use without having to justify the decision made.

Clients and/or Users should note that the Digital Services are or may be provided on shared infrastructure, and declare that they accept the risks incurred. In particular, Clients and/or Users understand that a sudden or unexpected increase in the volume of third-party transactions may affect the quality or availability of the Digital Services.

The Bank may have to outsource some or all Digital Services to third parties (hereinafter "Service Providers"), which may or may not be regulated, and may be located in Luxembourg or abroad, inside or outside the European Union, so that Clients and/or Users can be guaranteed high-quality services, comply with regulations and call on the technical resources of qualified specialists.

The Bank arranges and monitors any outsourcing of services in accordance with legal and regulatory subcontracting requirements, and on the basis of a service agreement. Subcontractors will always have a

legal duty to maintain professional secrecy or be bound by a confidentiality agreement. Full responsibility with respect to all obligations incumbent on the Bank according to prudential regulation shall rest with the Bank.

5. USE OF THE DIGITAL SERVICES

Clients and/or Users undertake to use the Digital Services reasonably, and to refrain from any action that intentionally or unintentionally jeopardises the proper functioning of the Digital Services or the Bank's technical infrastructure. Clients and/or Users alone are responsible for complying with local laws and regulations when using the Digital Services abroad, and are answerable to the Bank for any breach, whether deliberate or through negligence.

Clients and/or Users undertake not to place buy or sell orders whenever they find themselves in a country that is under sanctions, even temporarily, such as Iran, Syria, North Korea or Cuba, or Crimea/Sevastopol.

6. AVAILABILITY OF THE DIGITAL SERVICES

The Bank takes reasonable measures to ensure continuous availability of the Digital Services but provides no guarantee of such. Clients and/or Users accept that the Digital Services will not be uninterrupted or free of errors or problems of compatibility with Equipment, and that performance will not be constant.

In particular, the Bank reserves the right to block (even for a lengthy period) or limit access to the Digital Services at any time for maintenance or if it identifies a technical or security issue. The Bank shall bear no liability for the direct or indirect consequences (including the failure or delay in completing a transaction placed through the Digital Services) of the Digital Services being unavailable for however long.

Insofar as possible, the Bank shall inform Clients and/or Users of any interruptions or suspensions of the service by way of a message on the Web Banking website/mobile app.

The onus is on Clients and/or Users to take all necessary steps to ensure that the technical specifications of their electronic equipment are sufficient for them to enter and view information, and access the features available through the Digital Services.

7. CHANGES TO THE DIGITAL SERVICES

Use of the Digital Services requires the acceptance and installation of any update to or new version of the applications and Digital Services as signalled by the Bank (as well as the hardware, software, connection and configuration required for the Digital Services). The Bank reserves the right to change the features or the means of accessing, using, authenticating or approving transactions placed through the Digital Services at any time, whether due to technical, regulatory or security needs. Failing this, access to or use of the Digital Services concerned may be suspended. Clients and/or Users should take all necessary measures to ensure that the nature and configuration of their hardware and software, and any third-party electronic communication services to which they subscribe, are always sufficient and compatible with the Digital Services, including when these services are changed or updated.

8. INTELLECTUAL PROPERTY

Apart from any intellectual property rights for content that they own, Clients and/or Users have no intellectual property rights over the Digital Services, which are retained by the Bank and/or their respective holders.

In particular, Clients and/or Users have no intellectual property rights over the text, works of literature, graphic (including photographic) and audiovisual designs, IT developments, databases, knowledge, technology or other creations of the mind, or other designs developed and/or used by the Bank for the purpose of the Digital Services, and which may be protected as intellectual property such as images, logos, formatting, graphic charters, structures, features, colour codes, typefaces, fonts, basic graphics, graphic organisation of pages, layouts, backgrounds and more generally all aspects of the Digital Services' visual identity.

The Bank hereby grants Clients and/or Users a limited personal, non-transferable licence to use the Digital

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R.C.S. Luxembourg B 6481 – Credit institution approved and supervised by the Commission de Surveillance du Secteur

Classification: Internal

Services to which they have subscribed. This licence is non-exclusive and may be withdrawn in the event of a breach of these Terms and Conditions.

9. PERSONAL DATA

For the Digital Services to work, the Bank processes Clients' and/or Users' personal data in accordance with applicable legislation and the Bank's Data Protection Notice published on www.bgl.lu.

10. PERSONAL NATURE OF LOGIN DETAILS

Clients and/or Users assume full responsibility for the use of the Digital Services and for Login Details, which are strictly personal and non-transferable. Any use of a Digital Service through Login Details that a Client and/or User has not cancelled will be deemed to be that of the Client or User.

All Clients and/or Users must, under their sole responsibility, apply best security practices, in particular by using Login Details (especially password or secret code) (1) different from those of their Equipment, (2) which are not stored or indicated on their Equipment or otherwise written down somewhere that third parties could access.

In the event of the loss, theft or disclosure of Login Details, or if fraudulent usage is detected, Clients must inform their account manager of this immediately or contact our Client Service on (+352) 42 42 - 2000 Monday to Friday from 8:00 am to 6:00 pm. In the event of the loss, theft or disclosure of Login Details, or if fraudulent usage is detected, Users must inform our Client Service of this immediately by calling (+352) 42 42 - 2000 Monday to Friday from 8:00 am to 6:00 pm. The Bank will then cancel the Login Details and create new ones as soon as possible. This (and any investigation into the incident by the Bank) could lead to the temporary unavailability of the Digital Services concerned.

Clients and/or Users shall bear sole responsibility for direct or indirect damage resulting from unlawful or fraudulent use of the Login Details, especially if they have not followed the security advice mentioned in these Digital Services Terms and Conditions or within the Digital Services themselves.

11. ELECTRONIC COMMUNICATIONS

The Digital Services are based on public electronic communication networks (such as the internet) and may require Clients and/or Users to take out a paid subscription to third-party electronic communication services. Clients and/or Users declare that they understand the risks of using such networks and accept these risks when using the Digital Services through these networks.

12. SECURITY

The Bank applies high standards of security to the Digital Services, including the use of encryption and strong authentication technologies to maximise the security and confidentiality of connections and the data exchanged. It requires its subcontractors to apply the same security standards.

Clients and/or Users alone are responsible for using and implementing security, protection and backup safeguards that are suited to their Equipment, and in particular for:

a) ensuring that Equipment has not been infected by malware (virus, Trojan horse) and has not been jailbroken or rooted (i.e. the security system has not been circumvented), and

b) ensuring that third-party electronic communication services and related Equipment have appropriate security measures in place.

Clients and/or Users acknowledge and accept that their contact and correspondence with the Bank through the Digital Services may involve the use of technologies, networks and media that are not under the Bank's control and that carry intrinsic security risks (of interception, data loss, malware, etc.).

It is the responsibility of Clients and/or Users to ensure they understand the conditions under which these technologies, networks and media are used, as well as the data protection, security and confidentiality rules that apply.

13. LIABILITY OF THE BANK

The Bank shall take all necessary measures to

guarantee the security of the Digital Services to the best of its ability. However, in its dealings with Clients and/or Users the Bank may only be held liable in the event of its gross negligence or misconduct. Under no circumstances shall the Bank be held liable for any security breach by a Client and/or User (especially where it involves the Login Details or general duty of care). Except in cases of gross negligence, the Bank shall in particular not be held liable:

a) if the Digital Services prove unsuited to Clients' and/or Users' intended use, or if damage results from the logical consequences of the Digital Services being used;

b) if the Digital Services fail or malfunction: Clients and/or Users expressly acknowledge that it is technically impossible for the Bank to guarantee that the Digital Services will be error-free at all times;

c) if the Digital Services are unavailable (even for a lengthy period), whether or not announced by the Bank, due to force majeure, maintenance, a technical or security incident, any external factor including overload, or the insufficiency or failure of third-party electronic communication services, Internet networks or Clients' and/or Users' Equipment;

d) in the event of problems caused by the malfunctioning, the incorrect configuration, the general use of equipment/mobile devices (tablets) and fixed devices (computers) by the Client and/or User or if the equipment/devices used by the Client and/or User have compatibility, performance or security shortcomings;

e) for the loss of data or files, the transfer of corrupt or unreadable files, or any other damage resulting from the transfer of data through the Digital Services;

f) for any delay or failure in executing transactions or orders placed through the Digital Services and resulting from the Digital Services being unavailable or from a problem with the Login Details;

g) for any damage caused to the Equipment and resulting from its insufficiency or incompatibility, or from improper use of the Digital Services;

h) if the Login Details are compromised due to the improper or fraudulent use of the Digital Services or Login Details by the Client and/or User, including as a result of malware on the Equipment or fraudulent methods such as phishing or identity theft, which neither the Client's vigilance nor reasonable measures taken by the Bank or its subcontractors could detect;

i) for any damage that use of the Digital Services could cause to the Equipment or data stored on it;

j) in general, for any damage originating outside the Bank or as specifically described in the General Terms and Conditions.

The Bank remains outside any dispute that may arise between Clients and/or Users and the beneficiary or counterparty of a transaction carried out by a Client and/or User through the Digital Services.

14. ACCEPTANCE OF RISKS

Clients and/or Users acknowledge that the Digital Services are IT services and declare that they understand and accept the characteristics, limits and risks of the internet, in particular as regards technical performance and occasionally limited availability. Where the Digital Services are used from abroad or to carry out international transactions, electronic communications may involve public international networks or servers located abroad. Clients and/or Users agree to bear the risks of using the Digital Services.

15. COMMUNICATION

For any questions relating to subscription, connection or use of the Digital Services, Clients may contact their

account manager or call our Client Service on (+352) 42 42 - 2000 Monday to Friday from 8:00 am to 6:00 pm. Users may call our Client Service on (+352) 42 42 - 2000 Monday to Friday from 8:00 am to 6:00 pm, if they have any questions about connection to or use of the Digital Services.

16. FEES AND CHARGES

Subscription to the Digital Services, and the processing of transactions carried out through these, may incur costs as per the Bank's fee schedule. The Bank reserves the right to change its pricing at any time. This change will be announced by any appropriate means (including the Web Banking secure messenger) to the Client, who will be deemed to have accepted it simply by continuing, or by the User continuing, to use the Digital Services. Clients and/or Users shall bear all costs incurred on Equipment, including the electronic communication services required to use the Digital Services.

17. TERM AND TERMINATION

Subscription to the Digital Services is for an indefinite period. The Bank and its Clients may terminate access to some or all of the Digital Services at any time by post or by using the Web Banking secure messenger, without having to give a reason.

Such termination shall be effective immediately except in the circumstances referred to in these Digital Services General Terms and Conditions.

In particular, the Bank may suspend or terminate some or all of the Digital Services at any time:

a) if Clients' accounts are closed or frozen;

b) if it transpires that Clients are not meeting their legal or regulatory obligations;

c) if Clients and/or Users are not fulfilling duties held under these Digital Services General Terms and Conditions;

d) if the Bank considers it useful or necessary for the security of the Digital Services or to protect the interests of Clients, Users, the Bank or third parties;

e) during the notice period for terminating contractual relations between the Bank and Client;

f) if a Client or User warns the Bank of a (risk of) unlawful use or misuse of the Digital Services or Login Details;

g) if fraud or misuse by Clients or Users is identified or suspected;

h) at the request of a regulatory, legal or supervisory authority, or

i) if Clients or Users object to the processing of their personal data, withdraw consent where this is required, or more generally exercise rights that make it impossible or disproportionately expensive for the Bank to provide the Digital Services.

18. CHANGES TO THE DIGITAL SERVICES GENERAL TERMS AND CONDITIONS

The Bank may amend these Digital Services Terms and Conditions at any time, provided that it informs Clients and/or Users before the changes take effect, by sending a message via the Web Banking secure messenger or by any other appropriate means. Clients will be deemed to have accepted these changes if they do not state their objection in writing, using the Web Banking secure messenger or by post, before the date on which the changes take effect (as shown in the notice), or if the Client and/or User continue(s) to use the Digital Services after this date.

If Clients do not agree with the changes, they may terminate their subscription to the Digital Services with immediate effect in writing via the Web Banking secure messenger or by post before the changes take effect, without any entitlement to compensation of any kind.

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C. TERMS SPECIFIC TO CERTAIN DIGITAL SERVICES

19. DIGITAL WEB BANKING SERVICE

The Web Banking app allows the Client to:

- view their bank assets and liabilities;
- correspond with the Bank through the secure messenger available in the Web Banking app;
- configure push notifications to their Equipment, informing them when a message has been sent to their secure messenger, transactions have been carried out on their account(s), a balance threshold has been reached on their account(s), or an outstanding balance limit has been reached on their card(s).
- sign up for various banking products and services, subject to the eligibility criteria defined for each product or service;
- carry out payment transactions (credit transfers and standing orders);
- manage their direct debits;
- submit buy/sell orders for financial instruments;
- view their banking correspondence, including tax statements, provided they have agreed to receive such correspondence in electronic form.

Clients may use the forms provided by the Bank to grant Users different types of access to Web Banking:

a) Consultative access: access via the remote service to view the assets and liabilities associated with the specified accounts(s);

b) Full transactional access: access to all the available features via the remote service, with the right to conduct transactions on the specified account(s);

c) Transactional access – only bank transactions: access to all the available features via the remote service, with the right to conduct transactions on the specified account(s), with the exception of stock market orders;

d) Transactional access – only stock market orders: access to all the available features via the remote service, with the right to conduct transactions on the specified account(s), with the exception of credit transfers;

20. BEADVISED DIGITAL SERVICE

20.1. CLIENT ELIGIBILITY FOR THE BEADVISED SERVICE

The beAdvised Digital Service is reserved exclusively for Private Banking Clients who have signed up to an investment advisory service.

As access to the beAdvised Digital Service is contingent on Clients having access to Web Banking, Clients should note that deleting or cancelling the Web Banking service would mean deleting or cancelling the beAdvised service.

20.2. DESCRIPTION OF THE SERVICE

The beAdvised service, which is available exclusively to Private Banking Clients who meet the eligibility criteria consists of receiving news and/or tailored investment advice.

a) News

A news service is offered to Clients who signed up to an investment advisory service through an investment advisory agreement.

This news will mainly relate to the Bank's investment strategy.

The Bank does not provide investment advice in connection with this news. Before making any investment decision, Clients should therefore check whether this investment is suited to their financial knowledge and experience, investment objectives and financial situation. The Bank shall bear no liability as

to whether any trade placed or instructed by a Client is timely or suited to their investor profile.

At any time, Clients who receive this news may ask the Bank to stop sending these messages through the beAdvised Digital Service.

b) Receipt of tailored investment advice

A tailored investment advice service is offered exclusively to Clients who have signed an investment advisory agreement with the Bank.

The tailored investment advice provided through the beAdvised service is covered by the investment advisory agreement concluded between Bank and Client.

This advice is provided in the dedicated tab for the beAdvised Digital Service. By default, the Client will be notified via a push notification on their Equipment to inform them that new personalised advice has been received in the dedicated tab for the beAdvised Digital Service. The Client can enable or disable these notifications in their Equipment's settings.

Before making an investment decision or signing any agreement, Clients should examine the terms of the advisory services proposal and consider the related risks and benefits. They should therefore have sufficient knowledge of the financial instruments used and the markets on which they will be invested to understand the risks. Clients are advised to consult their own advisers on legal, tax, financial or any other matters as necessary in order to assess the opportunity to invest in the recommended instruments.

The Bank offers no guarantee whatsoever relating to the financial return or performance of an investment described in these recommendations, and none of the information provided should be interpreted as constituting such a guarantee.

At any time, Clients may ask the Bank to stop sending custom recommendations through the beAdvised Digital Service.