

## General Information for Customers about potential risks associated with the services of OeKB CSD

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According to Article 34(5) of the Central Securities Depositories Regulation (CSDR), a central securities depository must provide its customers with the information necessary to assess the risks associated with the services provided.

| Risk Category              | Risk                                                                                | Explanation & Risk Mitigation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Credit Risk                | Counterparty risk towards OeKB CSD arising from claims related to account balances. | <p>Since most business processes initiated by customers at OeKB CSD are settled through Dedicated Cash Accounts (DCA) held by customers with the Oesterreichische Nationalbank (OeNB), customers are exposed to risk towards OeKB CSD only in the following special cases:</p> <ul style="list-style-type: none"> <li>— Balances held with OeKB CSD resulting from received non-euro amounts for income collection for securities due. Since these funds must generally be transferred by customers by the end of the business day, such risk exposures are usually only intraday.</li> <li>— In the event that OeKB CSD suffers a loss on claims against a credit institution with which it maintains cash accounts, affected customer balances held with OeKB CSD will be reduced proportionately. OeKB CSD is liable for negligence in the selection of the institution (see Section 1.5.3 of the General Terms and Conditions).</li> <li>— No risk exposure arises with respect to securities positions held in customer security accounts at OeKB CSD, since in the event of OeKB CSD's insolvency, all customer securities positions are segregated from the insolvency estate.</li> </ul> |
| Operational Liquidity Risk | Risk of being unable to meet short-term payment obligations in full or on time.     | This risk primarily concerns the failure to settle standard services used at OeKB CSD due to insufficient liquidity in customers' own OeNB DCA accounts or accounts held at OeKB CSD. These operational liquidity risks are managed by OeKB CSD customers themselves and may lead to delayed settlements and associated penalty fees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Risk Category    | Risk                                                                                                        | Explanation & Risk Mitigation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| Operational Risk | Risk of losses resulting from inadequate or failed internal processes, people, systems, or external events. | <p data-bbox="819 411 1480 434">Potential disruptions or damage to customers may arise from:</p> <ul data-bbox="819 450 1809 587" style="list-style-type: none"> <li>— Process risks (failures or disruptions of critical OeKB CSD business processes)</li> <li>— Staff-related risks (including employee availability, know-how, internal theft, or fraud)</li> <li>— External events (including natural disasters, infrastructure failures, external theft, or fraud)</li> <li>— ICT risks (including availability and continuity, information security, and data integrity)</li> </ul> <p data-bbox="819 622 1014 644">Examples include:</p> <ul data-bbox="819 660 1895 759" style="list-style-type: none"> <li>— Temporary loss of or restricted access to securities and/or cash holdings maintained at OeKB CSD</li> <li>— Lack of information regarding transactions, accounts, and/or securities custody accounts</li> <li>— Customer transactions not executed, executed late, or executed incorrectly.</li> </ul> <p data-bbox="819 794 1776 817">To mitigate these risks, OeKB CSD has implemented comprehensive measures, including:</p> <ul data-bbox="819 833 2107 1222" style="list-style-type: none"> <li>— Highly standardized and automated core CSD services</li> <li>— Extensive analysis, assessment, and management of operational risks through its risk management process and internal control system (ICS)</li> <li>— Comprehensive measures to reduce IT-related operational risks governed by the IT Strategy, Operational Resilience Strategy, and Information Security Framework, including vulnerability management, IT incident management, IT change, release and deployment management, IT access management, and IT provider management, together with associated testing activities</li> <li>— Comprehensive Business Continuity Management (BCM) and IT Service Continuity Management (IT SCM) measures ensuring compliance with the CSDR recovery time objective of two hours</li> <li>— Compliance with the requirements of CSDR (EU Regulation No. 909/2014) and DORA (EU Regulation 2022/2554), which are continuously monitored by supervisory authorities</li> <li>— A loss-event database documenting causes and effects of losses and near misses, while monitoring corrective actions.</li> </ul> <p data-bbox="819 1257 2107 1426">OeKB CSD shall be liable for any deliberate or grossly negligent actions of its staff and contractors with due consideration of any contributory negligence of the customer of OeKB CSD or the customer's negligence. OeKB CSD will provide compensation up to a maximum amount of 5 million euro for all damages arising in one calendar year out of negligent actions or omissions of its staff and contractors. Should limited compensatory damages of a calendar year exceed the maximum amount of 5 million euro they will be compensated on a pro-rata basis (see Section 1.5.1 of the General Terms and Conditions).</p> |

| Risk Category                         | Risk                                                                                                                                          | Explanation & Risk Mitigation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| Custody Risk at external Custodians   | Risk that a legitimate outstanding claim (for example, the availability of a securities position) against a depository becomes uncollectible. | <p>OeKB CSD appoints only institutions that are authorized and supervised for the custody and administration of securities. OeKB CSD's custodians are listed in Annex 2 of the General Terms and Conditions. OeKB CSD has implemented depository management (network management) processes, including regular assessments and creditworthiness reviews of custody links.</p> <p>If losses are caused by OeKB CSD's custodians:</p> <ul style="list-style-type: none"> <li>— OeKB CSD is liable only for negligence in selecting the custodian in accordance with Austrian custody law (DepotG).</li> <li>— OeKB CSD will pursue claims arising from custody agreements with custodians based on the losses reported by affected customers.</li> <li>— Any compensation received, after deduction of costs, will be distributed proportionately to affected customers.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Custody Risk of Physical Certificates | Risk of losses relating to physical securities held, for example due to unauthorized access, robbery, fraud, or fire.                         | <p>As an Issuer CSD, OeKB CSD holds the vast majority of securities in the form of Digital Global Certificates (DGCs). A small number of securities remain in physical form, particularly equity securities for which physical representation remains legally required.</p> <p>The custody risk for physical certificates is considered low because:</p> <ul style="list-style-type: none"> <li>— Storage takes place in a secure facility with an appropriate security classification.</li> <li>— The Physical Global Certificates (PGC) held in custody (with virtually no individual certificates remaining) are generally nearly impossible to redeem. Any potential losses in this regard result primarily from the costs of the judicial publication procedure, including the replacement of the securities certificates.</li> <li>— Risk analyses performed under the Internal Control System and assessments of location, sabotage, and burglary risks have not identified significant risks.</li> </ul> <p>If a certificate is destroyed or lost despite extensive security measures:</p> <ul style="list-style-type: none"> <li>— The rights embodied in the security cannot initially be asserted. The Austrian Voidance of Securities Act 1951 (Kraftloserklärungsgesetz, KEG) provides a judicial procedure to restore the rightful holder's legal status and remove rights from any unauthorized holder.</li> <li>— During such proceedings, the affected securities remain unavailable in OeKB CSD customer securities accounts.</li> <li>— OeKB CSD maintains insurance to cover the costs of restoring securities certificates.</li> </ul> |

| Risk Category         | Risk                                                                                                                                                                                                                                                                                                                                                            | Explanation & Risk Mitigation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| Legal Risks           | <p>Legal risks may arise from:</p> <ul style="list-style-type: none"> <li>— Judicial or extrajudicial disputes related to contracts and resulting payment obligations</li> <li>— Non-contractual claims for damages, whether in or out of court</li> <li>— Court decisions against other financial institutions that may also affect CSD operations.</li> </ul> | <p>Causes may include poorly drafted contracts, inadequate contract performance, non-contractual damage events, or violations of legal requirements such as banking secrecy and data protection laws. Legal risks are reduced by the following:</p> <ul style="list-style-type: none"> <li>— Participation in OeKB CSD's securities settlement system is largely restricted to credit institutions and investment firms located in EEA member states or OECD member countries (see Section 3.1 of the General Terms and Conditions)</li> <li>— Customer relationships are governed by comprehensive standardized terms and conditions clearly defining services, rights, and obligations</li> <li>— OeKB CSD's activities concerning securities and corporate law mainly focus on securities issued by Austrian issuers, while foreign securities represent only a relatively small share</li> <li>— CSD business is extensively regulated under EU and national laws concerning custody, settlement finality, and insolvency.</li> </ul> |
| Data Protection Risks | <p>Potential risks associated with the collection, processing, and storage of personal data, which may lead to data breaches, identity theft, and other forms of data misuse.</p>                                                                                                                                                                               | <ul style="list-style-type: none"> <li>— Personal data is protected against unauthorized access, loss, destruction, and manipulation by appropriate technical and organizational measures.</li> <li>— All processing activities are documented in a Record of Processing Activities (RoPA).</li> <li>— OeKB CSD maintains an appropriate organizational structure and processes to ensure compliance with data protection requirements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |