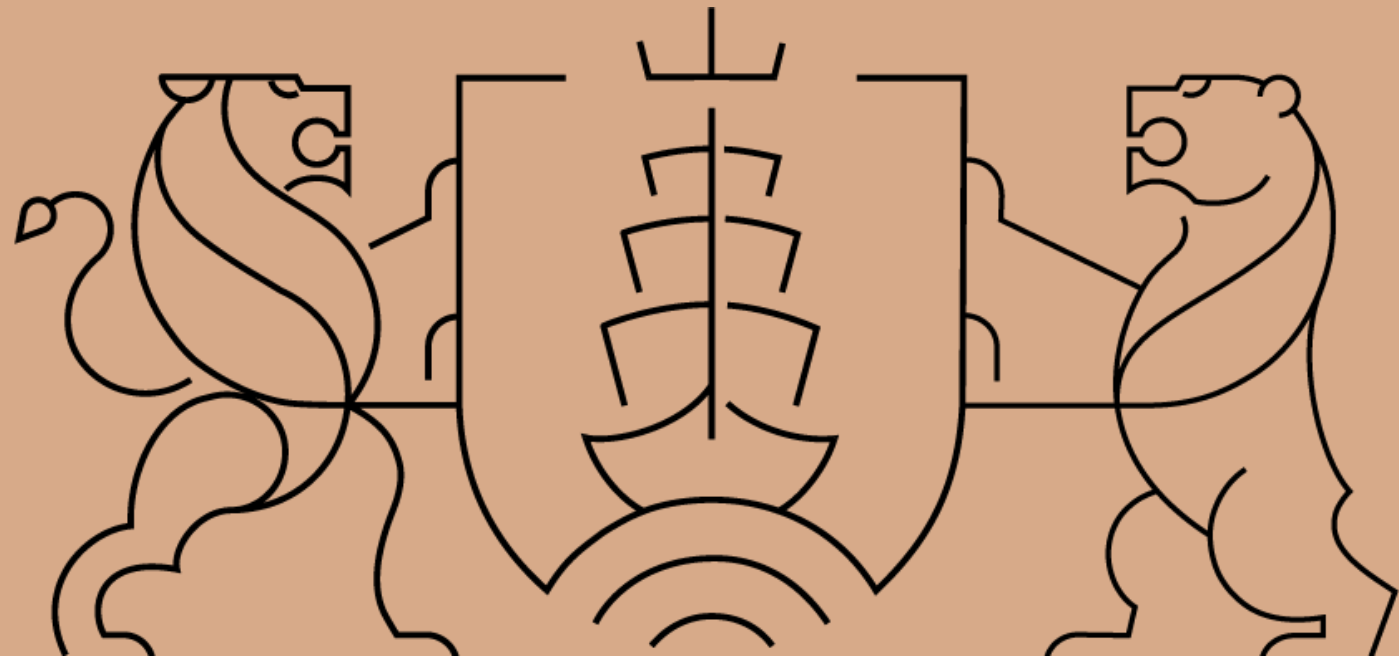


BERGOS AG

E-BANKING

GETTING STARTED WITH THE NEW BERGOS MOBILE APP AND
E-BANKING PLATFORM



Content

1	GETTING STARTED WITH THE NEW BERGOS MOBILE APP AND E-BANKING PLATFORM	3
2	REGISTRATION MOBILE	4
3	LOG-IN A SECOND DEVICE	10
4	GENERAL INFORMATION AND SETTINGS	12



1.

GETTING STARTED WITH THE NEW BERGOS MOBILE APP AND E-BANKING PLATFORM

With the new E-Banking platform and Bergos Mobile App, you can keep your assets under control anytime and anywhere.

Bergos Mobile is the flexible, fast and intuitive online banking for your smartphone or tablet, always under the protection of high security standards.

Advantages of our app:

- Highest safety level with Touch ID or Face Recognition Login
- Real time updates and overview of transactions and assets, including all position details
- Access to your banking documents
- Payments with a few simple clicks
- Real time instructions: trading in securities
- Clear graphical representation of your portfolio performance
- Contact and support: communicate with your advisor
- Personalized home page: you define the information to be displayed

2. REGISTRATION MOBILE



Bergos Mobile
Bergos AG

To register your cell phone, you will need a **user name** and **password**. These details will be sent to you separately via two personal letters with the subject «Login E-Banking».

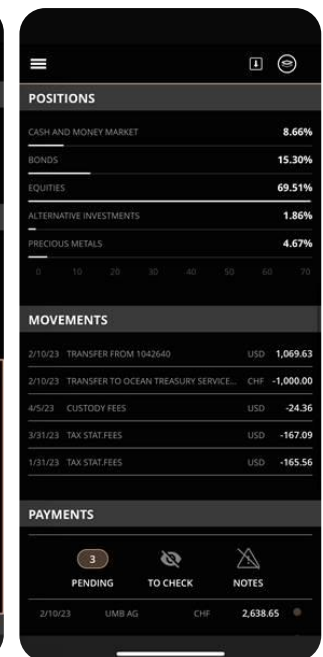
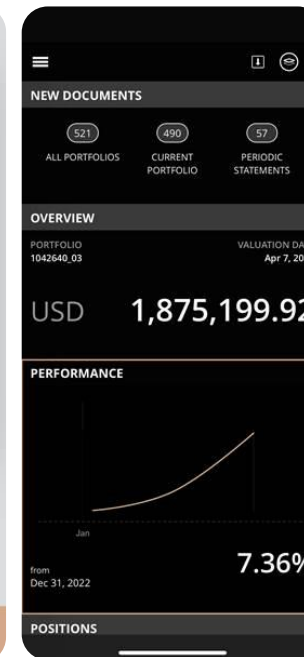
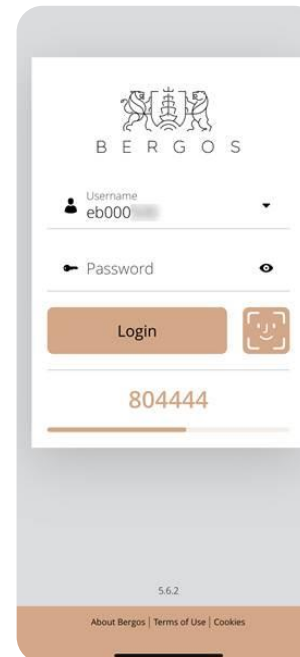
Apple Store

App

Google Play

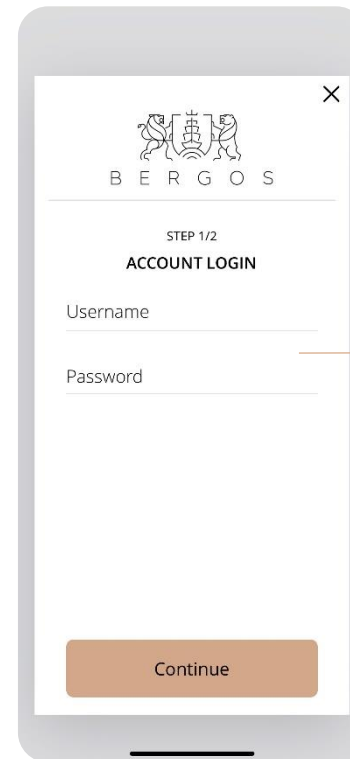
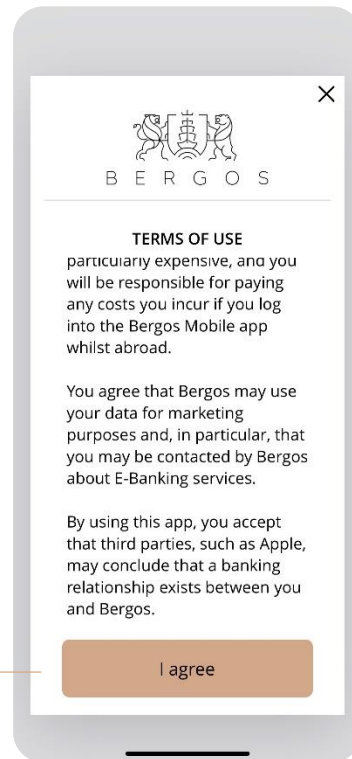
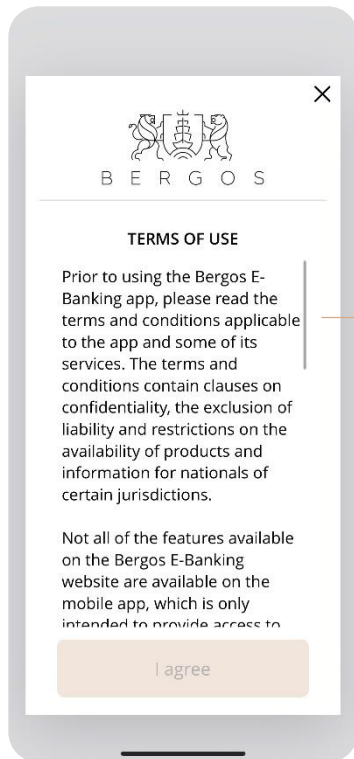


Please download the «Bergos Mobile» app



2. REGISTRATION MOBILE

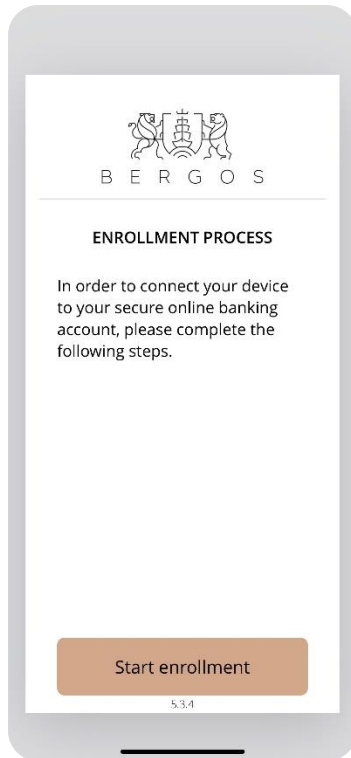
+ Terms of use and account login



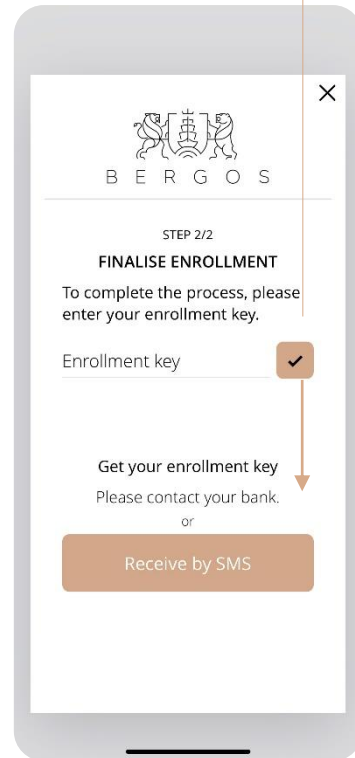
Please enter the initial **password** and the **user name** from the letter «E-Banking Login».

2. REGISTRATION MOBILE

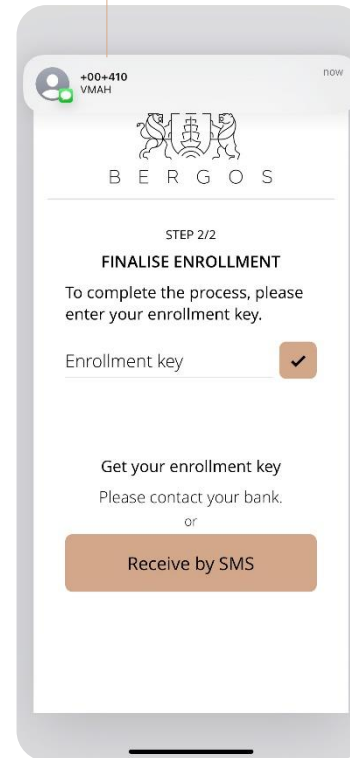
+ Enrollment Process



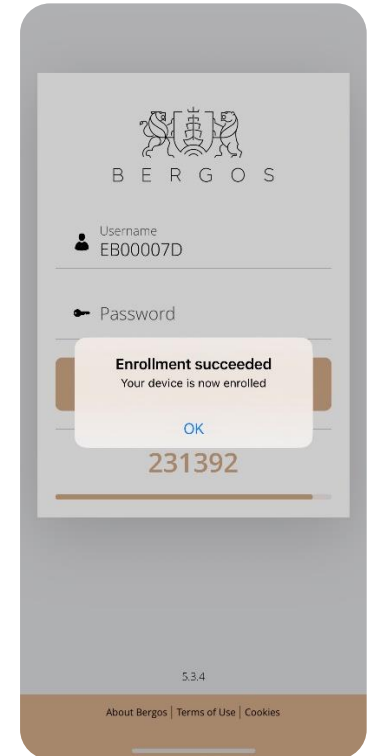
Please request the registration key (option «**receive by SMS**» recommended).



Enter the **received registration key** in the field and then confirm it by clicking the checkmark.



Note: If you do not receive a code via SMS, please contact your **relationship manager**.

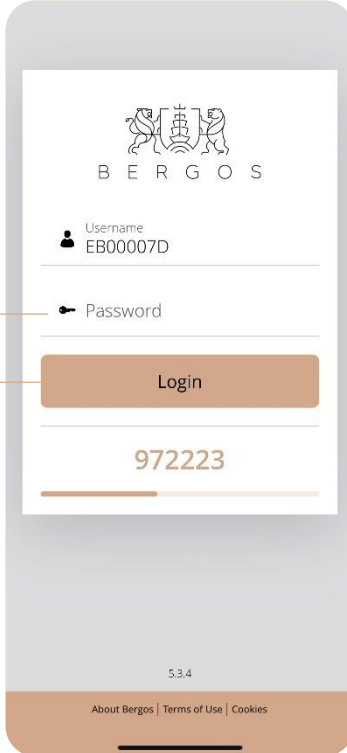


The registration has now been successfully completed!

2. REGISTRATION MOBILE

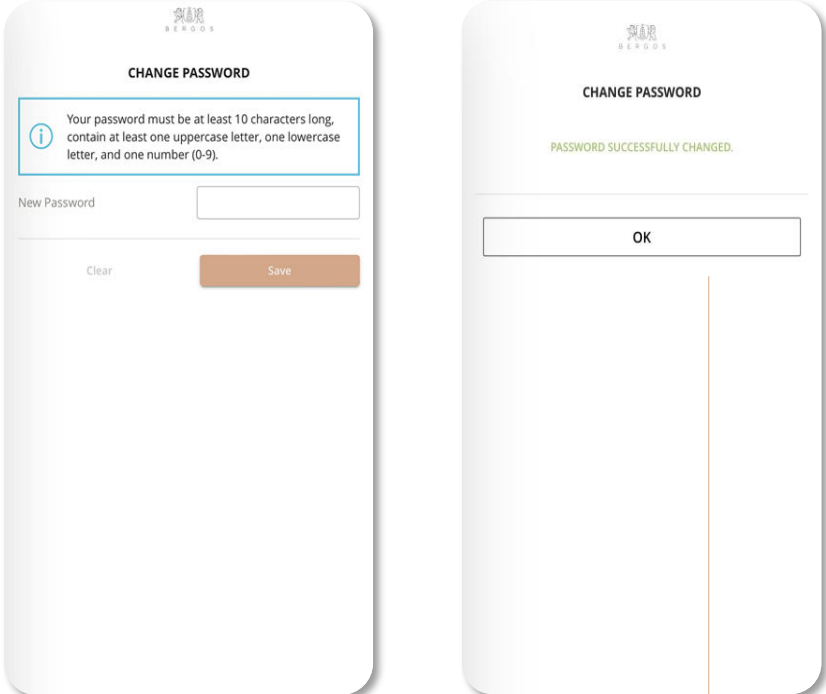
+ Login - Initial Password

For the first login please enter again the initial **password** from the letter «Login E-Banking» and confirm it by clicking «Login».



The login screen displays the BERGOS logo at the top. Below it, the username 'EB00007D' is entered. The password field is empty. A 'Login' button is visible. At the bottom, there is a progress indicator showing '972223' and a small number '53.4'. The footer contains 'About Bergos | Terms of Use | Cookies'.

+ Change Password



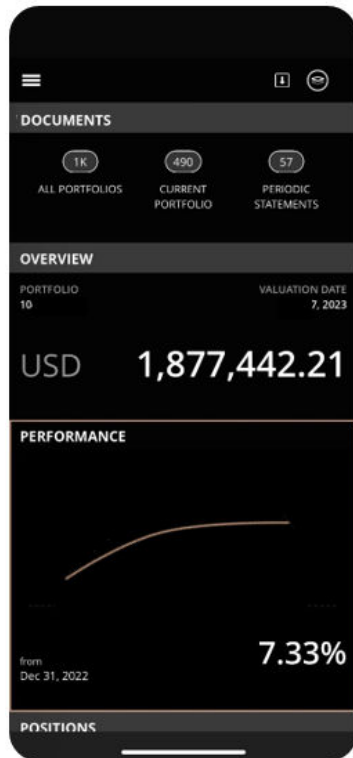
The first screen shows the 'CHANGE PASSWORD' screen with a message: 'Your password must be at least 10 characters long, contain at least one uppercase letter, one lowercase letter, and one number (0-9)'. Below this is a 'New Password' input field and 'Clear' and 'Save' buttons.

The second screen shows the 'CHANGE PASSWORD' screen with a confirmation message: 'PASSWORD SUCCESSFULLY CHANGED.' and an 'OK' button.

Now you have the option to set up **Face ID** or **Fingerprint**.

2. REGISTRATION MOBILE

+ Registration completed!



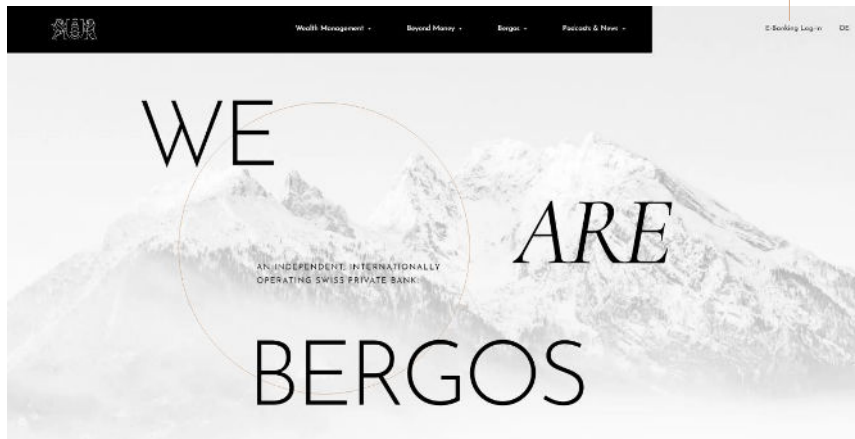
You have successfully completed the registration of the cell phone and can now view your account.

Note: For security reasons, the session is automatically terminated after 10 minutes.

3. LOG-IN ON A SECOND DEVICE (Desktop)

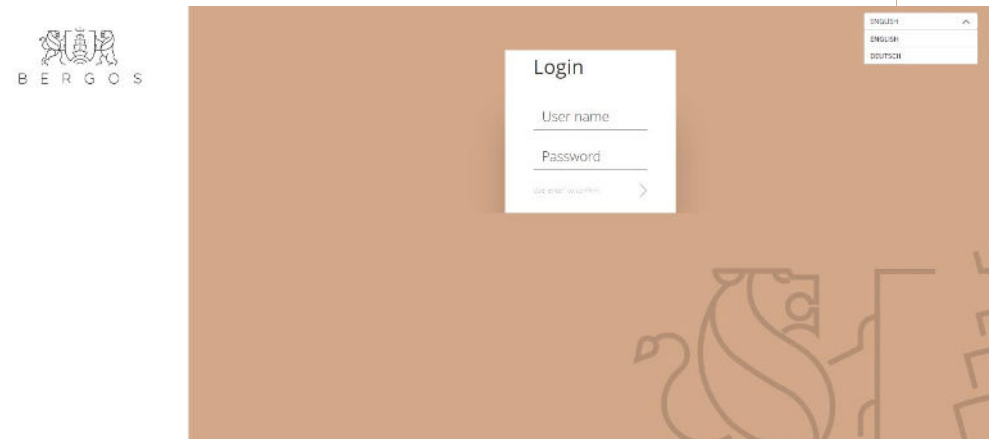
+ Step 1

To log in, please go to our homepage: www.bergos.ch and click on «E-Banking Log-in».
Alternatively you can open <<https://login.bergos.ch/>>



+ Language

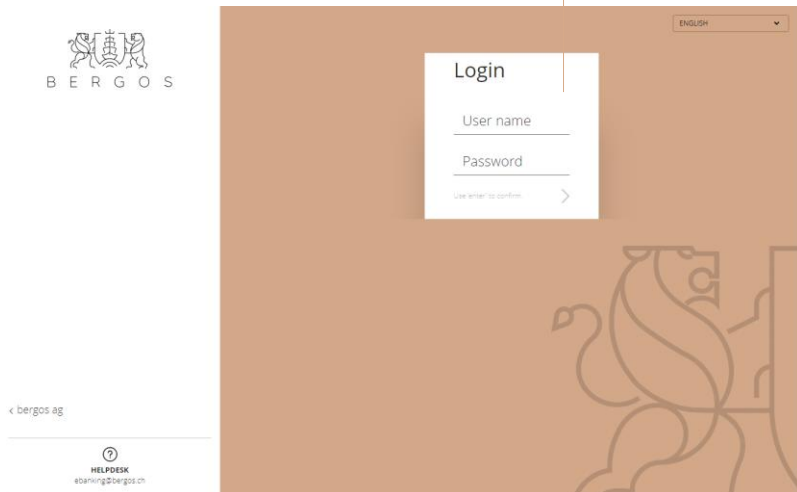
If you want to customize the language, this can be found in the **menu at the top right**.



3. LOG-IN ON A SECOND DEVICE

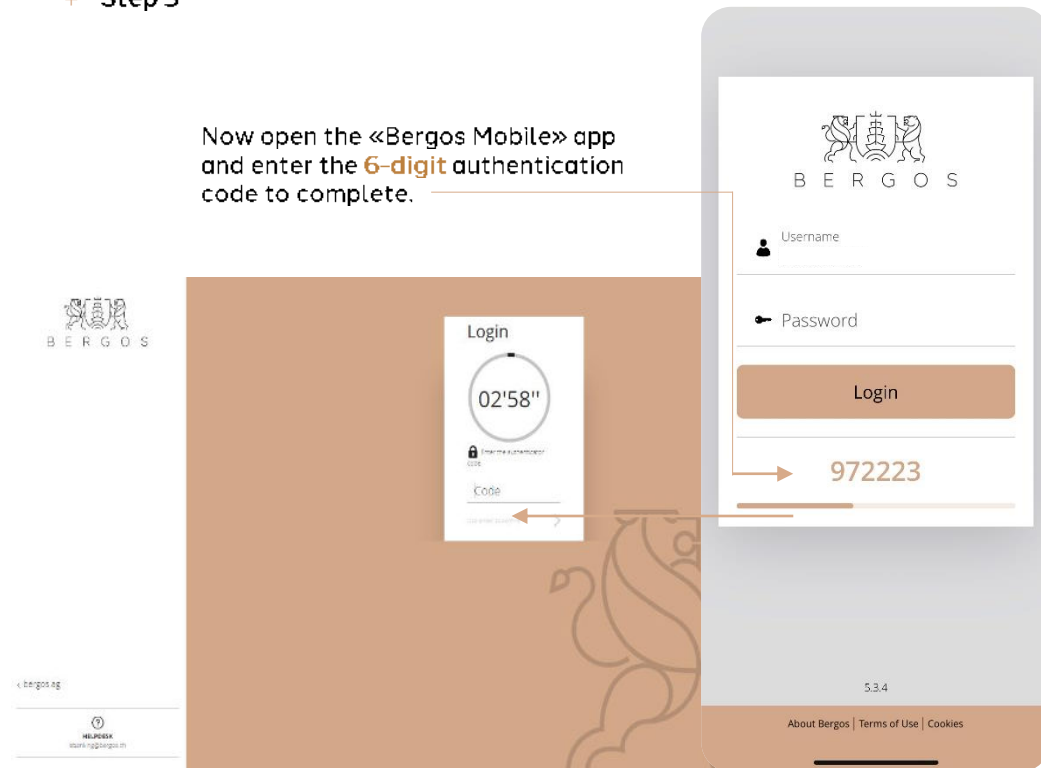
+ Step 2

Please enter your **user name** and the newly defined **password** to log in.



+ Step 3

Now open the «Bergos Mobile» app and enter the **6-digit** authentication code to complete.

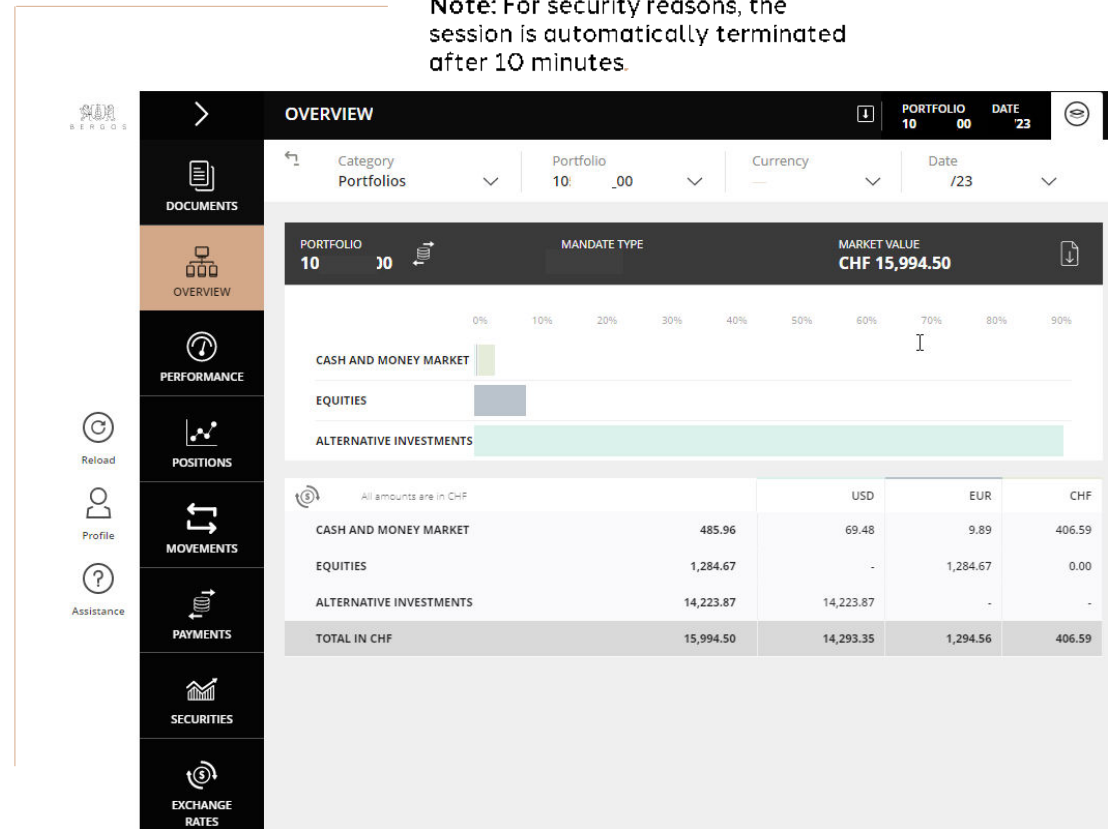


3. LOG-IN ON A SECOND DEVICE

+ Registration completed!

You are now logged in to the e-banking platform and have insight into your customer relationship.

Note: For security reasons, the session is automatically terminated after 10 minutes.



	USD	EUR	CHF
CASH AND MONEY MARKET	69.48	9.89	406.59
EQUITIES	-	1,284.67	0.00
ALTERNATIVE INVESTMENTS	14,223.87	-	-
TOTAL IN CHF	14,293.35	1,294.56	406.59



4. GENERAL INFORMATION AND SETTINGS

+ Profile Menu

The Profile menu (accessed from the main menu) allows you to configure your preferences and change your password. To close the Profile menu, click the cross in the upper right corner of the menu panel.

+ Changing your Password

To change your password:

1. In the main menu, click Profile . The «Profile» panel opens and replaces the module bar.
2. Go to the Change Password section.
3. Enter your old password in the Current Password field.
4. Type in the new password you want to use in the New Password field.
5. Type the new password again in the Confirmation field.
6. Click «Save» to validate the change. Your new password is now enforced.

+ Replace Mobile Device

You can replace your previously registered device with a new one. Contact your relationship manager or e-banking support at ebanking@bergos.ch.

+ Frequently asked questions

Under FAQ you will find frequently asked questions and the corresponding answer depending on the topic. If you have any further questions, please contact your customer advisor.

+ Terms of Use

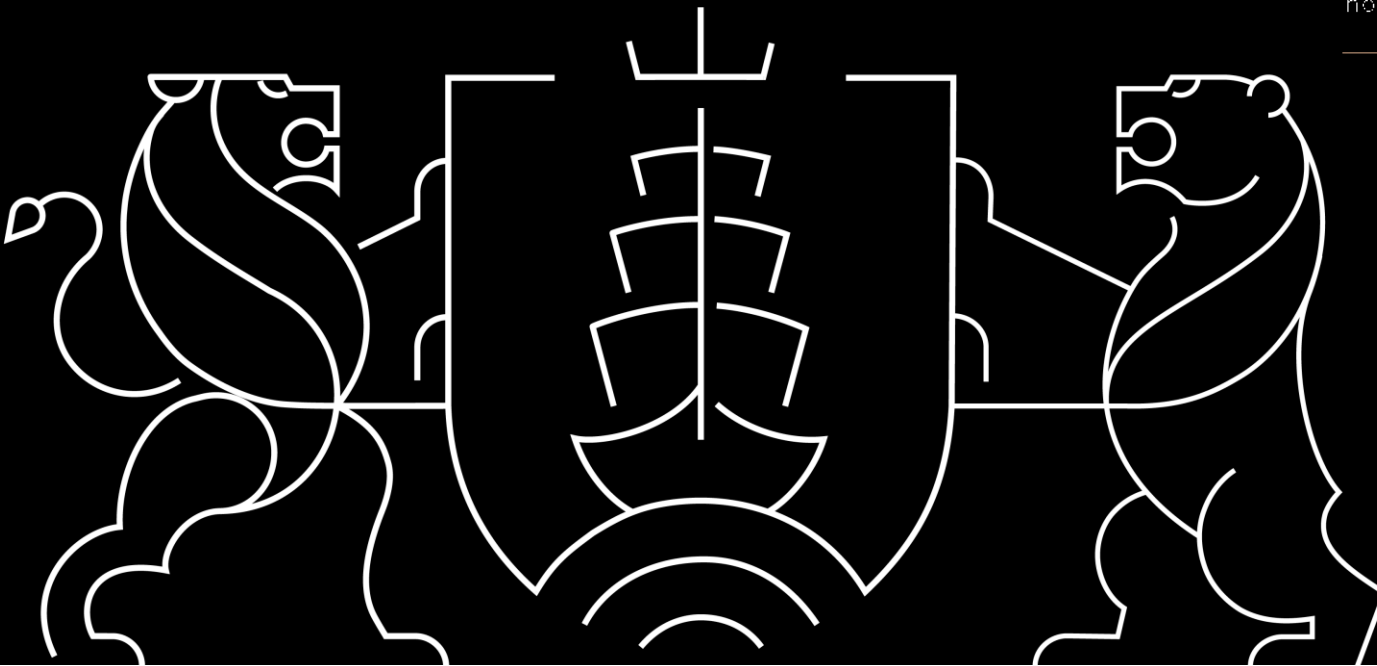
Clicking on [Terms of Use](#) will take you to our website where you will find various information, such as the Bank's business hours during which orders can be placed, information on placing and executing payment and stock exchange orders, etc.

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If you have any questions about E-Banking, please do not hesitate to contact your relationship manager



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