

Transfer of account-keeper for your employee and retirement savings plan

Questions & Answers

December 2024



The proposed change of Account Keeper and the timetable presented will depend on conclusion of the operational work to prepare the migration of savers' accounts.

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Subject to the conclusion of the operational work to prepare the migration of savers' accounts.

This Q&A has been prepared to answer your questions about the planned sale of HSBC Epargne Entreprise to Natixis Interépargne.

Information/Communication

I don't know what this is about. What is happening?

- ◆ HSBC Continental Europe and Natixis Interépargne have signed a memorandum of understanding for the sale of the entity HSBC Epargne Entreprise "HSBC EE", which currently provides account-keeping services for your company's employee and retirement savings plans.
- ◆ Following this sale, HSBC EE will be merged into Natixis Interépargne, which will become your new account keeper.
- ◆ The asset management company HSBC Global Asset Management (France), "HSBC AM", will retain responsibility for the business relationship with your company as well as for the design and distribution of the HSBC employee and retirement savings service, including the financial management service.

Impacts on the offering and services

Does this project have an impact on my company's devices?

- ◆ If your company has set up a collective retirement savings plan called "PERE-CO", it will now be called "PERCOL" to align with the name used by Natixis Interépargne. This change in name has no impact on the functioning of your collective retirement savings plan.
- ◆ Any other plans available in your company (PEE, PEG, PEI, PERI, PERCO, or PERO) keep the same name.

Will the financial offering change?

- ◆ Your range of FCPEs and the options available under our delegated management service will remain unchanged. They will continue to be managed by HSBC Asset Management.
- ◆ After the transfer, HSBC AM will contact your company with proposed upgrades.

Will there be an impact on my annual statement?

- ◆ The current administrative teams will be in charge of producing your 2024 annual statement, as every year.
- ◆ They will also prepare other documents related to 2024 (e.g. the single tax form, statements for tax returns, etc.).

Impacts on tools and transactions

Will transactions be suspended? If so, for how long?

- ◆ To allow the transfer planned for the end of 2024/early 2025 to take place, subscriptions, redemptions and reallocations will be temporarily suspended.
- ◆ The suspension period corresponds to the time required to ensure that your employees' assets are transferred under the best possible conditions.
- ◆ This suspension period (subject to the necessary regulatory approvals and the operational uncertainties of the project work) is defined according to the type of transaction:
 - Voluntary subscription from 15 December 2024 at 11:59pm to 20 January 2025 inclusive;
 - Reallocation from 24 December 2024 at 12pm to 20/01/2025 inclusive;
 - Redemption from 27 December 2024 at 12pm to 20 January 2025 inclusive.
- ◆ Subscriptions, redemptions and reallocations will become possible again from the morning of 21 January 2025.
- ◆ If a planned voluntary subscription deadline is scheduled during the transaction suspension period, it will be brought forward to 18 December 2024.
- ◆ Please plan now for all the transactions you may need to carry out during the suspension period.
- ◆ **Before 27 December 2024 at 5pm**, if necessary, please update your bank details, email address and postal address in your [secure website](#) to ensure the proper management and monitoring of transactions.

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Information/Communication

Why is this taking place?

- ◆ This transaction aims to reinforce HSBC's growth ambitions in the employee savings market and to best serve its client companies and their employees.

When is the transfer of account keeper planned?

- ◆ At this stage and subject to the necessary regulatory approvals, the transfer is due to become effective on 21 January 2025.

Why are you making this transfer during the end-of-year holiday season?

- ◆ This period is the quietest from an operational point of view (profit-sharing, employer contributions, optional profit-sharing campaigns) and will allow you to complete a "full" year with the same account-keeper.

Impacts on the offering and services

Will I be able to use the new secure website to view my savings with other players (aggregation)?

- ◆ The new secure website will indeed offer an aggregation tool to aggregate information on your savings and retirement plan managed by other providers.
- ◆ You will be able to configure this aggregation as soon as your new secure website opens on 21 January 2025.

Should I re-enter my investor profile in the new secure website?

- ◆ The information in your investor profile will be transferred to Natixis Interépargne. You will not need to re-enter it.

My company has set up a PERO. Will the new portal include a link allowing me to access my dedicated PERO portal?

- ◆ A link to your dedicated PERO portal will not be possible at this stage.
- ◆ However, assets in your PERO may be viewed on the home screen of the secure website provided by Natixis Interépargne using the aggregation tool.

Impacts on tools and transactions

What impact will this have on ongoing operations?

- ◆ Ongoing transactions will continue to be processed by HSBC EE in accordance with our contractual commitments until the migration date.
- ◆ Your planned voluntary subscriptions currently paid by HSBC EE will be taken over by Natixis Interépargne.

What impact will this have on my voluntary subscriptions at the end of the year (tax exemption under the PERE-CO plan)?

- ◆ The migration will start after the annual contribution deadline.
- ◆ You will therefore be able to make your voluntary subscriptions, in particular for the PERE-CO tax exemption, in the 2024 fiscal year until 15 December 2024 at 11:59pm.

If I make voluntary subscriptions by direct debit, will I need to register my IBAN again and submit a direct debit request via my new personal portal?

- ◆ All information relating to voluntary subscriptions via direct debit will be transferred to Natixis Interépargne. You will therefore not have to re-enter this information (including IBAN).

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How will I receive my new usernames and passwords? Is email notification planned if I have opted for paperless communication?

- ◆ Prior to the activation of your Natixis Interépargne secure website, and at latest on 21 January 2025, you will receive a welcome email or, failing that, a letter presenting Natixis Interépargne's services and enabling you to activate your account.

Impacts on the offering and services

When will I be able to contact the new hotline? What times of the day will it be open and how much will it cost to call?

- ◆ The current hotline will remain available until the start of the migration work (currently scheduled for the end of December) according to the current arrangements.
- ◆ During the migration, the current hotline will be available. However, our advisers will not be able to answer all of your questions due to the migration work that will be underway.
- ◆ As of the end of the migration (21 January 2025), the Natixis Interépargne hotline will take over with advisers available from Monday to Friday from 8:30am to 6pm.
- ◆ The telephone number of the hotline will remain unchanged and is available at your current [secure website](#).

Impacts on tools and transactions

How will I be trained to use this new secure website and the new mobile app?

- ◆ Below you will find links to
 - A [demonstration video](#)* of your future mobile app.
 - A [document](#)* introducing the main features of your future secure website.
- ◆ From 21 January 2025, if you have any questions about the use of your new tools, you can contact the hotline** using the current telephone number, which will remain unchanged.

**Document and video produced by Natixis Interépargne*

*** the hotline telephone number is available at your current [secure website](#).*

Will my historical transactions (reallocations, voluntary subscriptions, etc.) be taken over by the new provider? Will they be accessible in my new secure website?

- ◆ Yes, information on your previous transactions will be included in Natixis Interépargne's tools and will be available in your future secure website and the mobile app.
- ◆ In the meantime, you will be able to view your past transactions on the current [secure website](#).

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Information/Communication

Will my data be sent to Natixis Interépargne before the transfer of account-keeping services?

- ◆ Yes, in order to carry out recovery tests and configure the savings plans, it is necessary to send Natixis Interépargne information about you (address, names of the FCPEs in which your plans are invested, etc.).
- ◆ You were informed in September that your data would be transferred to Natixis Interépargne for testing, in order to complete the transfer securely. Your data was pseudonymised⁽¹⁾ and then encrypted before transmission to Natixis Interépargne.
- ◆ The tests are conducted in compliance with personal data protection regulations. HSBC EE, HSBC Continental Europe and Natixis Interépargne, in particular their Data Protection Officers and their IT Security teams, ensure the protection of the data transferred and processed as part of these tests.

⁽¹⁾ Pseudonymisation refers to personal data processing carried out in such a way that the data can no longer be attributed to a natural person without additional information. In practice, pseudonymisation consists of replacing the directly identifying data (last name, first name, etc.) with indirectly identifying data (alias, sequential number, etc.). Pseudonymisation is one of the measures recommended by the General Data Protection Regulation to limit the risks associated with the processing of personal data.

Impacts on the offering and services

What questions will the hotline be able to answer during the migration?

- ◆ During the migration and the associated transaction lock-up period, the hotline* will be able to answer the following questions:
 - Questions about the account-keeping transfer plan (its timetable, its impacts, etc.);
 - Questions on pending transactions, transaction history and the amount of assets at the time of the suspension of transactions.
- ◆ However, during this period, the hotline will not be able to provide you with guidance on:
 - How the future secure website or the future mobile app will work;
 - Changing your personal information or password;
 - The amount of your assets in view of changes in the financial markets during the migration.

For those questions, the hotline* should be contacted again from 21 January 2025.

* The hotline telephone number is available at your current [secure website](#).

Impacts on tools and transactions

Will my historical documents (e.g. statements for 2023 and previous years) be available in my new secure website?

- ◆ Yes, all documents will be made available in your future secure website.
- ◆ We are currently studying technical solutions to make these documents available and will provide you with more details soon.
- ◆ In the meantime, you will be able to view your past transactions on the current [secure website](#).

How will floor unit values be managed (redemption at limit price)?

- ◆ The floor unit values will not be transferred to Natixis Interépargne and will be cancelled during the migration.
- ◆ We invite you to re-enter them in your new secure website from 21 January 2025.

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Natixis Interépargne

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