



UniCredit Global Securities Services Brochure 2023

September 2023



Contents

1. UNICREDIT – WHO WE ARE	3
OUR CULTURE, PURPOSE & VALUES	4
UNICREDIT UNLOCKED	5
KEY FACTS AND FIGURES	6
OUR FUTURE: DIGITALISATION & ESG	7
2. GLOBAL SECURITIES SERVICES	9
YOUR CONTACTS	15
AUSTRIA: UNICREDIT BANK AUSTRIA AG	16
BOSNIA AND HERZEGOVINA: UNICREDIT BANK D.D.	19
BULGARIA: UNICREDIT BULBANK AD.....	22
CROATIA: ZAGREBAČKA BANKA D.D.	25
CZECH REPUBLIC: UNICREDIT BANK CZECH REPUBLIC AND SLOVAKIA, A.S.	28
HUNGARY: UNICREDIT BANK HUNGARY ZRT.	31
ROMANIA: UNICREDIT BANK SA.....	36
SERBIA: UNICREDIT BANK SERBIA JSC	39
SLOVAKIA: UNICREDIT BANK CZECH REPUBLIC AND SLOVAKIA, A.S., POBOČKA ZAHRANIČNEJ BANKY	44
SLOVENIA: UNICREDIT BANKA SLOVENIJA D.D.....	47

1. UniCredit – Who we are

UniCredit is a pan-European Commercial Bank with a unique service offering in Italy, Germany, Central and Eastern Europe. Our purpose is to empower communities to progress, delivering the best-in-class for all stakeholders, unlocking the potential of our clients and our people across Europe.

We serve over 15 million customers worldwide. We have a harmonised service model, simplifying our processes and establishing a common organisational structure across our business to connect to them to our 13 banks and 4 regions in a unified way across Europe.

With a unified client view and service model across all our banks, we will be able to respond to the needs of our 15 million clients in a cohesive manner.

Every client – whether in Germany or Croatia – will be offered the best products and the same, varied choice.

They are at the heart of what we do in all our markets. UniCredit is organized in four core regions and two product factories, Corporate and Individual Solutions.

Digitalisation and our commitment to ESG principles are key enablers for our service. They help us deliver excellence to our stakeholders and create a sustainable future for our clients, our communities and our people.

Together, these make up half of our revenues, which will to grow further as part of a capital-light growth strategy. Under this approach, new best-in-class client-focused products will be developed in-house and through partnering with leading providers.

Through this process of simplification and optimisation, UniCredit will become one fully united bank, delivering for all clients in a unified way.



Our culture, purpose & values

We are on a mission to change UniCredit from one of the leading banks in Italy to one of the top tier banks in Europe. If we unlock the potential within our Bank and implement our new blueprint for banking, together, we can be the better bank our customers and investors need.

At UniCredit, we are not afraid of thinking big. We believe in the power of our industry and the good it can do when functioning correctly.

Our Culture is designed to ensure that we are doing just that: functioning as we should be, in a way that will ultimately deliver for all. It is about the synergy of our Purpose, Values and ambition. Each of these are critical - but it is only when they are mutually reinforcing, with a team united behind each equally, will we achieve success for all our stakeholders.

OUR CULTURE

We will come together within a common culture that puts us back on the front foot, energized and emboldened.

We will put our Values at the heart of our decision-making.

And we will do it together, as one team, acting as true partners to our different stakeholders.

OUR PURPOSE

UniCredit recognises that it is essential we unlock the potential of our people, businesses, and communities across Europe.

Our people will be united behind a new common Purpose – empowering communities to progress – which will lie at the heart of everything we do.

OUR VALUES

Our Values are more than just words. They are actions. Mandates. Pledges. When we all commit to these shared values, we will deliver for our clients. And delivering for our clients - in any way, large or small - is how we fulfil our Purpose.



We act in the best interest of our customers.

We are **honest, straightforward** and **transparent**.

We do the right thing – even when no-one is watching.



We deliver on our promises and take **accountability** for our actions and commitments.

We are **empowered** to make decisions and learn from failure.

We **speak up** – to express an idea, an opinion or when we see something wrong.



We **care** about our customers, communities, and each other.

We are eager to help one another and for our people to thrive.

We treat each other with **respect** and **value our differences**.

UniCredit Unlocked

ONE YEAR INTO UNICREDIT UNLOCKED

UniCredit’s ambition is to be the bank for Europe’s future. This year, we continued to transform in order to deliver that ambition, building a better bank that can act as a benchmark for our industry.

Our strategic plan, UniCredit Unlocked, is designed to ensure that we deliver for all our stakeholders: our clients; our people; and our shareholders. The plan is well underway and the foundations for sustainable, long-term success have been laid.

We are operating as one bank, leveraging our presence across Europe and the strength of our collective to offer the very best to all our stakeholders. Everything we do is underpinned by a commitment to ESG principles. We are determined to play a part in creating a sustainable future for our planet, and this ambition drives all our actions and decision making.

This year, we have seen the impact of our transformation, evidenced in our strong financial performance, delivering above all the goals we set out in UniCredit Unlocked. It is also evidenced in how we have delivered for our stakeholders and, ultimately, on our Purpose of empowering communities to progress.

A strategy to deliver more predictable and higher rated earnings 1 2 3



STRATEGY

UniCredit Unlocked

A structurally improved bank, with a refocused commercial franchise, quality earnings, and a refined operating model

- 

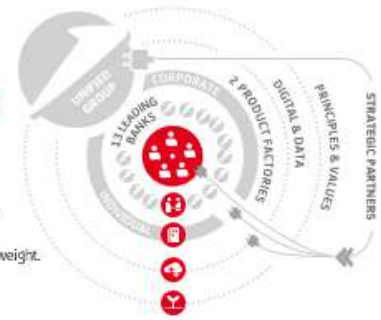
CENTERED ON OUR CLIENTS, PURPOSE AND PROFITABILITY
Sustainable profitable growth delivering a positive impact.
- 

EMPOWERED ORGANISATION CONNECTING CLIENTS ACROSS EUROPE
13 banks with unique cross-border positioning.
Unique pan-European footprint with unified client franchise to deliver at scale.
Culture of empowerment: decision-making closer to our clients.
- 

COMPREHENSIVE QUALITY OFFERING MEETING CLIENTS' NEEDS
2 product factories complemented by an ecosystem of best-in-class partners.
Scale effect attracting talent and best-in-class partners, driving growth.
Enabling **integrated** local coverage to outperform peers: punching above their weight.
- 

DIGITAL AND OPERATIONS – “THE CENTRE” – AS KEY ENABLER
Digital and data rationalized - cyber further improved - efficient operations.
Optimize existing technological machine, reclaiming core competencies.
Simplifying products, processes and operations to streamline delivery to our clients.
- 

A NEW MINDSET TO WIN THE FUTURE
Principles and values unite our people and inspire our communities.
Win, the right way, together: always acting through an entrepreneurial spirit guiding growth.
Lead by example and embed our principles and values and ESG in everything we do



Leverage our solid foundations and implement an industrial transformation: moving from retrenchment to sustainable profitable growth

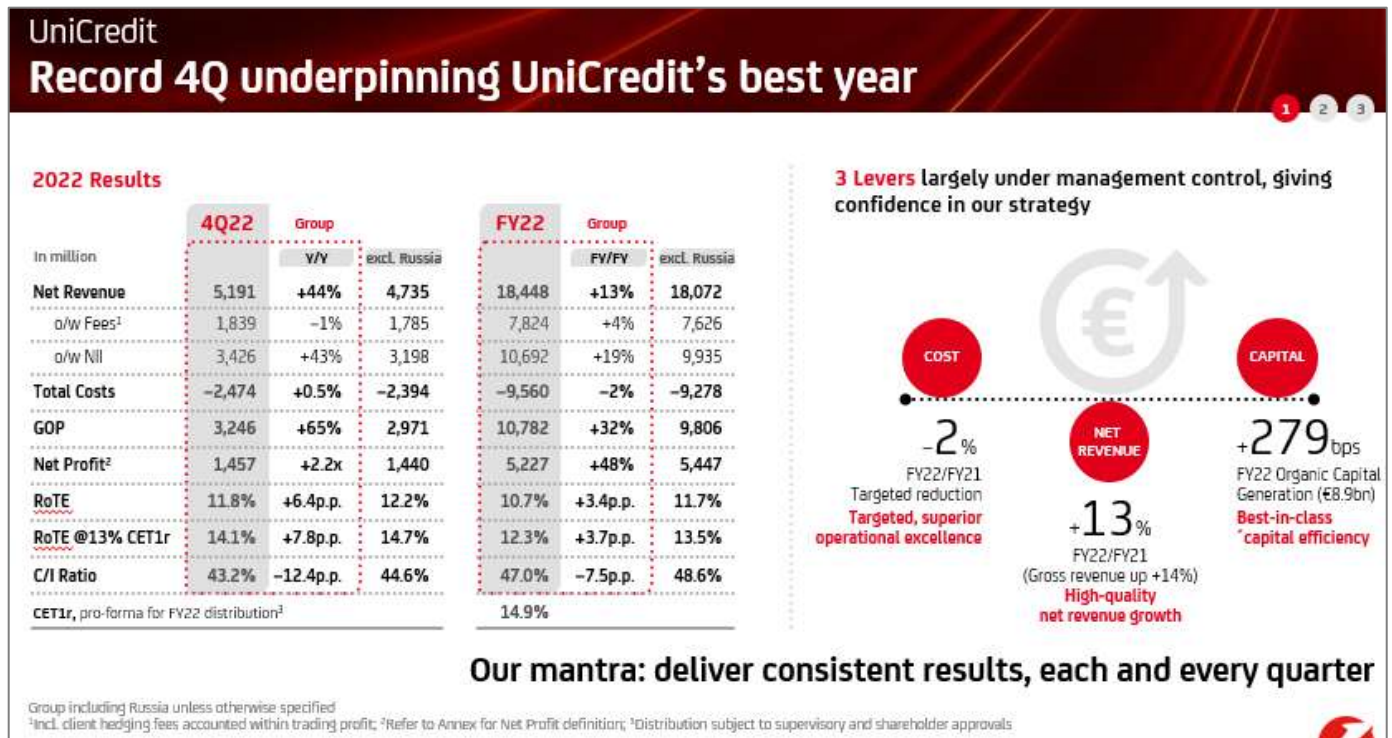


Key facts and figures

RECORD 4Q AND BEST YEAR IN OVER A DECADE

Record-breaking quarter and year, with a net profit of €1.4 bn of in 4Q22, and €5.4 bn in FY22, a substantial increase Y/Y, and surpassing the FY22 Guidance of above €4.8 bn, resulting in healthy organic capital generation of 117 bps in the quarter and 271 bps in FY22.

Thanks to our strong financial performance in 2022 and the best year in over a decade.



Throughout the year, UniCredit produced strong financial results while taking proactive actions during a macroeconomically challenging year to protect our ability to deliver sustainable and attractive distribution to our shareholders while maintaining best-in-class capital strength. For 2023 we are assuming a mild recession as our base case with UniCredit being well-positioned and ready to navigate and continue delivering excellence and growth under any scenario.



Our Future: Digitalisation & ESG

DIGITAL & DATA

Being the bank for Europe's future means becoming a truly digital bank. Embedding digital and data across our bank is also crucial to implementing our new lean operating model.

We will invest €2.8 billion in digital and data over the next three years to transform our technology.

Our new operating model will move core competencies in house, delivering a new way of working centered around clients and common platforms. We will take back ownership of our core competencies and move key skillsets – product managers and developers – into our organization, under our control, supervision and risk frameworks.

We will reorganise into three global platforms: technology, data and business.

These will drive our overarching group technology development – and the countries will deliver the last mile products, tailored to their requirements.

In the long-term, we will have the skills and the technology to create a seamless digital offering that can exceed the expectations of our clients.

We will move from being digital to living digital.

UniCredit's innovative digital solutions¹

Payments & Working Capital	Trade Finance & Primary Markets	Trading & Risk Management
Pay-FX Manage cross border payments in full transparency for more than 140 currencies	Trade Finance Gate (TFG) Digital platform/channel for corporates to view and manage their Trade Finance transactions	DIA Tailor-made digital advisory experience
Swift GPI and Pre-Validation The new standard in cross-border payments enabling to validate beneficiary account, send and receive funds quickly and secure	Trade Finance OCR (TFO) AI ³ and ML ⁴ powered solution to simplify and digitalize Trade Finance operational process	ExCEED Next generation electronic FX
Platforms for Working Capital Solutions Specifically designed for payables and receivables finance transactions	eOrderbook Digital order book to monitor order development in new bond issuances	Multi-dealer platforms Pricing and execution for FX, FX Derivatives, Bonds, Swaps, ETFs and Equity Derivatives
Dynamic Discounting² Accelerated payment for goods or services in return for a discount		my.onemarkets Platform for tailor-made investment solutions
		UC Hedge End-to-end FX Risk Management solution for Corporate Clients
		UC Trader Gateway to FX and Commodities

Adding significant value for our clients

¹Selected highlights; ²Dynamic Discounting is a product offered through a cooperation with third party providers; ³Artificial Intelligence; ⁴Machine Learning

ENVIRONMENTAL, SOCIAL, AND GOVERNANCE

We will achieve ESG volumes of €150 billion over the next three years.

If we are to fulfil our purpose of empowering communities to progress, then we have to ensure sustainability is at the heart of all that we do.

Creating a more sustainable and equitable future will inform all our choices: who we partner with; how we mobilise capital; and the projects we operate to support the individuals and communities we serve.

We believe the three pillars of ESG are distinct entities and equally important. We will take positive steps across each of environmental, social and governance and are committed to demonstrating real, tangible action and results.

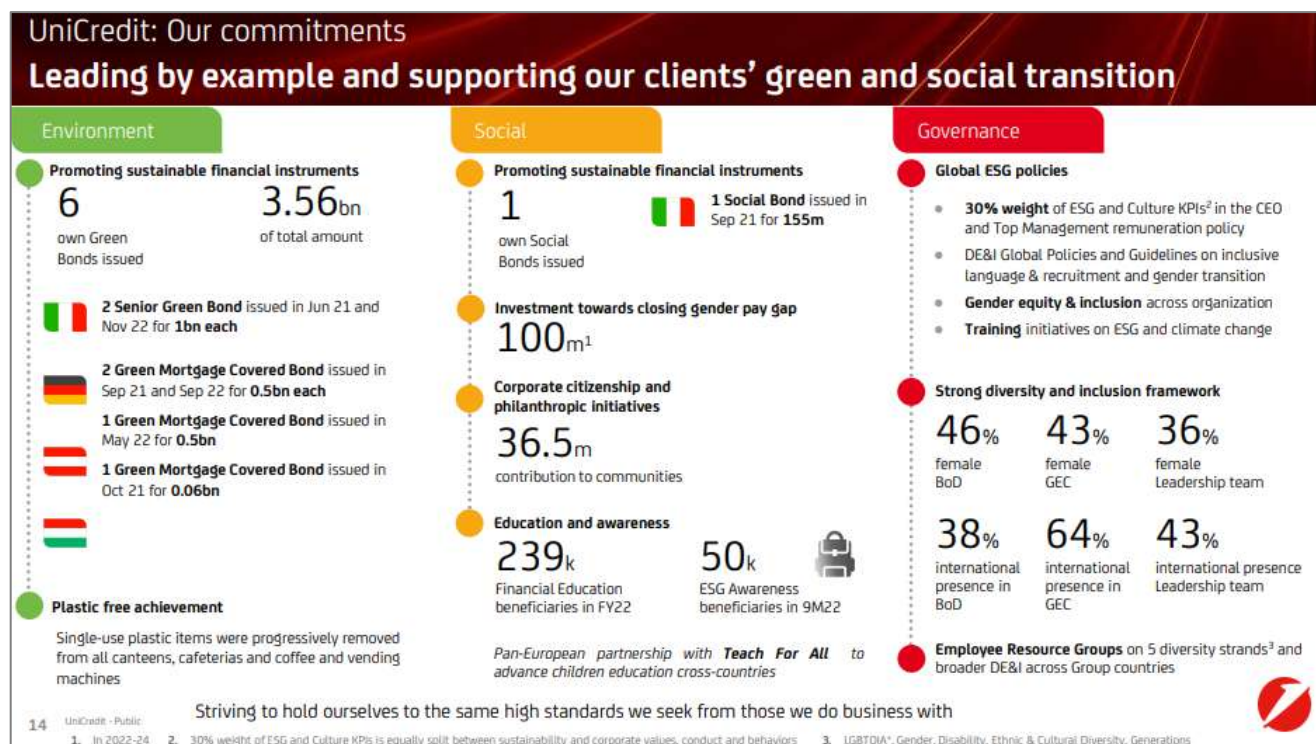
We have committed to invest €100 million over the next three years to ensuring equal gender pay which means equal pay for equal jobs.

We have reduced our greenhouse gas emissions by 60% since 2008 and are targeting net zero by 2030. Our Coal Policy commits us to phasing out coal sector financing in all markets by 2028.

We have contributed over €40 million to corporate citizenship and philanthropic initiatives, and to the education of 100,000 young people. We have identified key strategic projects with key partners for specific social challenges – including job inclusion and female empowerment.

Social Impact Banking has seen us provide more than 5,500 loans and more than €348 million in supporting entrepreneurs and business owners to achieve their ambitions, for the benefit of the whole community.

As well as practicing what we preach in our own bank, we will help our clients and communities to be more sustainable. Our new ESG advisory model for corporates and individuals will help us do just that.



TRANSACTIONS & PAYMENTS AND FINANCIAL INSTITUTIONS GROUP

STRONG INTERNAL PARTNERSHIPS ARE KEY FOR SUBCUSTODY BUSINESS

Across Central and Eastern Europe, UniCredit Global Securities Services (GSS) features a streamlined organisational structure, where GSS is part of Transactions & Payments within Corporate Solutions. Our business is based on three core client clusters, namely: domestic financial institutions, global custodians and investment banks and corporate entities. These are fundamental building blocks to our domestic and global financial institutions strategy and critical components of our regional strategy.

BEST-IN-CLASS TRANSACTIONS & PAYMENTS

Transactions & Payments combines truly local expertise with the knowledge and experience of a sophisticated global transaction bank. Its diverse and proven set of core competencies in the fields of Cash Management and e-Banking, Trade Finance and Transactional Sales, Working Capital Solutions and Global Securities Services has won widespread recognition as shown by the many international awards it regularly receives.

We provide access to a network of 3,200 correspondent banking relationships, covering majority of the countries. Our transaction banking services create a gateway for our clients for European markets and the rest of the world. As a leader in Debt and Trade Finance, we help to shape the region's economy. With our transaction banking services, we offer a natural gateway both for the European markets and for the rest of the world.

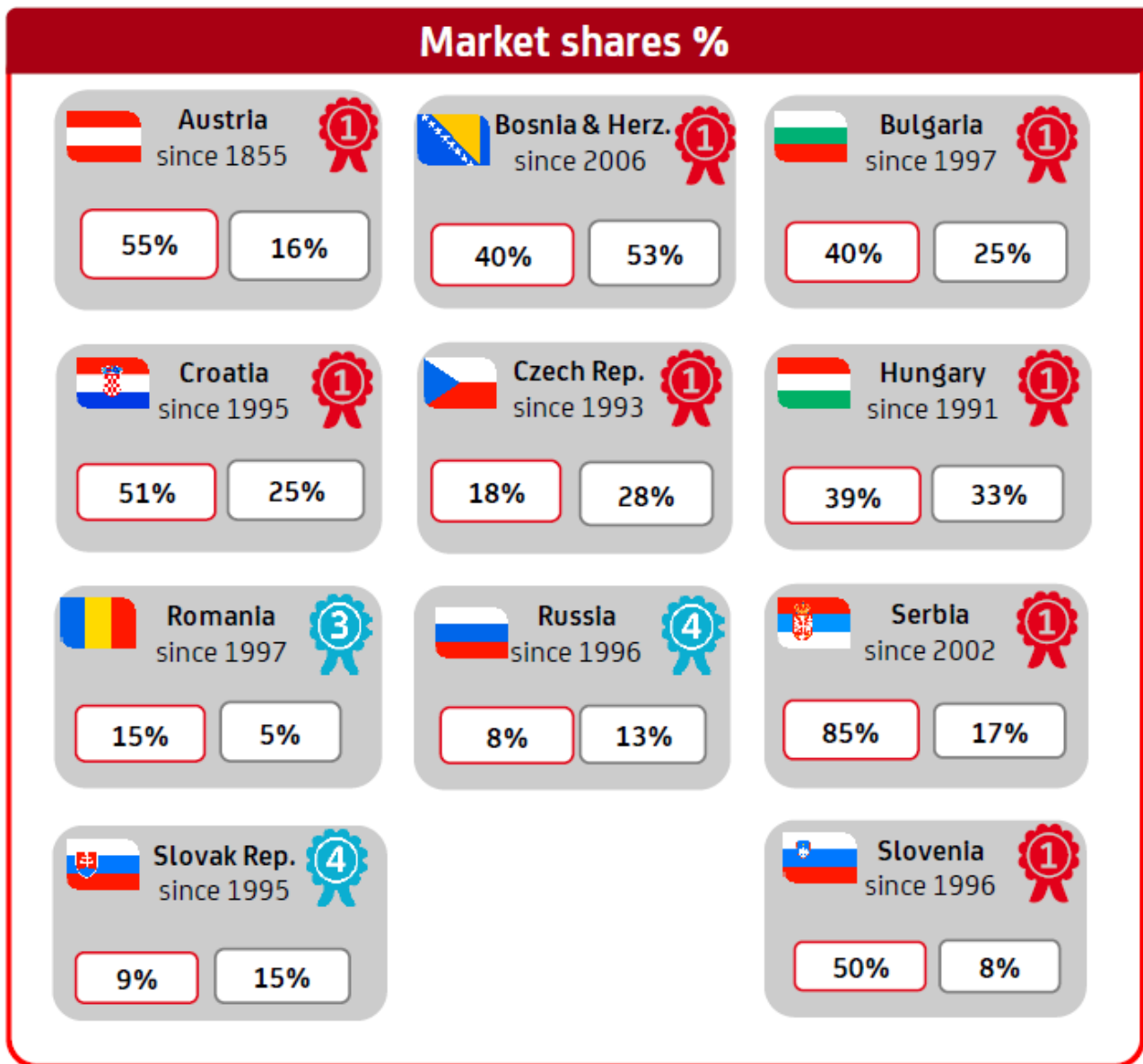
- Transactions & Payments is organised into five integrated business lines: Cash Management; FI Cash & Trade sales; Trade Finance; Working Capital & Global Securities Services (in Central and Eastern Europe)
- The **Product Management** for each business line is **centrally managed** on a global basis across all geographies.
- **Complex product sales** are managed **centrally**, particularly for Supply Chain Finance and for **Global Securities Services**

FINANCIAL INSTITUTIONS GROUP

Financial Institutions Group (FIG) within UniCredit acts globally as **the single point of entry** for all financial client institutions. Its customer universe comprises banks, insurance companies, asset managers, pension funds, supranational and sovereign organisations, sovereign wealth funds, to name a few. Through its **global network** FIG focusses on a holistic coverage approach and drives the strategic dialogue with the clients, ensuring the link between them and the product lines, thus opening up their access to a full spectrum of services, including transaction banking, financing, capital markets, investment products, corporate finance advisory.

1. Global Securities Services

THE BEST CUSTOMER EXPERIENCE FROM THE LARGEST SECURITIES SERVICES PROVIDER IN THE REGION



Market share for international clients based on AUC Market share for domestic clients based on AUC

UniCredit Global Securities Services is the leading provider in Central and Eastern Europe. Our proximity and strong presence on our home markets, translate into high-quality customer experience and into a powerful advocate of the interests of our clients.

In Central and Eastern Europe, UniCredit provides securities services through its subsidiaries which are all majority owned by UniCredit S.p.A.

The strong balance sheets of these entities and our parent company, as well as our conservative policies, provide our customers with an excellent risk profile across the region when using our services.

UniCredit GSS is part of Group Transactions & Payments (T&P). Our strategy is to **continue evolving our leadership position in CEE**, by putting high emphasis on **client centricity** and satisfaction, **strengthening human capital** and **investing in IT solutions** to ensure we work in a highly automated environment, which is a prerequisite for achieving a minimum level of operational risk. We will continue enhancing our sophisticated client offering, which features **risk management** and mitigation as its cornerstone, complemented by solutions for future infrastructure and regulatory changes, and are focused on expanding our cross-product leveraging capabilities. UniCredit GSS, in line with the Group strategy, is working under the guidance and in adherence with the following pillars: Focus on Customers, Digitalisation, Human Capital and Risk Management.

1.1. UNICREDIT GSS STRATEGY

FOCUS ON CUSTOMERS

Client centricity and the provision of the highest level of customer satisfaction is our top priority. To do this, we rely on the proven expertise and on the commitment of our people.

We make sure that each and every one of our clients receives quality services and **up-to-date information**, which not only address its **core requirements** and delivers tangible operational and financial benefits, but also **adds further value** to its business and, in turn, to its underlying customers.

Fast reaction to the unique requirements and requests of our clients, **personalised customer service**, continuous and pro-active **development of our products represent key advantages vis-à-vis our competitors**, in turn increasing the **satisfaction of our clients**. We have an excellent track record of on-boarding customers in CEE, utilising a smooth transition process eliminating, to the greatest extent possible, any frictions to their day-to-day business activities during the migration period.

Given all of the challenges and complexities brought forward by the pandemic and geopolitical turmoil, GSS can proudly look back on its successful **proof of resiliency and contingency measures** for seamless continuation of Business-As-Usual practices across all of our markets. Moreover, we effectively advocated for change on our clients' behalf to ensure that efficiencies were gained both in our internal processes as well as infrastructure demand. Each of our markets can boast many items of success in this regard. GSS, in each of our markets, has been a leading advocate for infrastructure procedural adaptations to ease the burdens of client interaction and business.

INVESTING IN DIGITALISATION AND HUMAN CAPITAL

The continuous enhancement of the quality of our services ensures **client satisfaction** and allows us to continue to attract **new business**. UniCredit GSS seeks **long-term partnerships** through continuous investment into **digitalisation** and **people**. The seamless transition from our legacy custody system (BACS) to the **new IT platform BaNCS** in almost all targeted markets, ensures that UniCredit GSS will further enhance its flexibility and tailor-made solutions for the benefit of our customers. Most of all, we aim to ensure that everyone across our entire network is aware of our clients' needs and of the criticality of uncompromised client service. All GSS team members are open-minded, pro-active and have a problem-solving attitude. The professional approach, along with the dedication and commitment of our colleagues allow to constantly improve our product and service offering. Therefore we make sure that the **best talents** of our local **securities industries** choose to work for us, and that the most **experienced people choose to stay loyal** to UniCredit GSS. The **development of our human capital** and the creation of a proper **succession pool** are important tasks and, beyond doubt, **crucial keys to our success**. UniCredit GSS **heavily invests in the development** of its people, fostering **best-sharing practices** and job rotation programs throughout its network in CEE.

RISK MANAGEMENT

Risk management continues to be a **key focus of UniCredit**. We have always been a conservative banking group and we strongly believe that, in the long run, this will remain a key characteristic of a **sustainable committed service provider**.

To safeguard the interests of our clients, across our network, we have implemented a comprehensive securities services specific **Risk Policy**, aimed at protecting client assets, guaranteeing observance of legal, regulatory and fiduciary responsibilities and ensuring compliance with contractual arrangements. We understand the importance of these considerations for our clients and have thus implemented sound processes and controls ensuring confidentiality, asset segregation and protection, adequate record keeping and asset reconciliation processes and, last but not least, robust internal and external audit reviews (the latter evidenced by **ISAE 3402 Type II Reports**).

1.2. COMMITMENT TO THE BUSINESS

LONG-TERM COMMITMENT TO THE SECURITIES SERVICES BUSINESS UNDERPINNED BY CONTINUOUS INVESTMENTS

In CEE, UniCredit has been providing securities services since 1992 and has consistently reiterated the Group's long-term commitment to the securities services business in CEE as an integral part of its Transactions & Payments franchise. Securities Services, together with other Corporate Solutions products, e.g. cash management, capital markets, advisory, etc., provide unlimited potential to realise the benefits of the full value chain for our clients in the post trading environment.

The sustainability of our business model is based on four major pillars:

1. Maintain the **focus** on our **markets**;
2. Remain the **best provider** as far as quality and product coverage is concerned;
3. **Increase the market share** in servicing foreign and domestic institutional clients through organic growth and new mandates;
4. Utilise **sustainable pricing**, which allows for satisfactory service levels, investments into IT and in human resources.

An important factor influencing our long-term planning, and therefore decision making, is the ability to quickly adapt to the ever-changing needs of our clients, the evolution of market infrastructures and the emergence of new regulations. Thus, as part of its ongoing digitalisation strategy, UniCredit has been highly committed to successfully replacing its legacy IT infrastructure with a **new IT platform (BaNCS)**, ensuring compliance with the latest industry standards and regulatory requirements. In this respect, the system replacement project constitutes a remarkable investment and underlines the commitment to the business from the group. As of today, BaNCS, has gone live in 7 of the 8 target markets, including (in order of implementation) Romania, Czech Republic, Slovakia, Bosnia, Serbia, Slovenia and, most recently, Hungary. Completion of the project will be realized with Austria, by Q4 2023.

GSS is proud of the progress which has been made, especially given the high level of involvement of all stakeholders to assure an impact-free conversion to the new system, progress which has been highly appreciated by both clients and infrastructures alike. This cements once again our position as the top provider in the region with long-term sustainability and strong service capabilities.



1.3. FLEXIBLE AND INNOVATIVE CLIENT SERVICING

The key points that we believe differentiate UniCredit GSS from other providers in CEE are as follows:

- High quality of our services, accuracy and timeliness
- **Flexibility**, meeting individual client needs, with **innovation**
- Reliability – delivering on our promises

Our strategic business objectives revolve around providing excellence in customer service, and always working to **exceed our client expectations** – which is best **proven by our clients' feedback** as outlined in the individual countries' addendums.

The scale of our products and services allows UniCredit to offer a level of custody services that is unmatched in quality. We have **on-the-ground local experts** in these services. We have established and maintain **active relationships** and **ongoing dialogues with local market participants**, as well as **lead numerous initiatives** to support our clients' needs to meet regulatory requirements. We make every effort to understand the individual needs of our clients and, as a leading banking institution in all of our markets, UniCredit **works closely with key stakeholders**, including local regulators, to the benefit of our clients. We see **our proximity to the local markets** as giving us, an **edge over our competitors** with respect to the various market infrastructure developments. We have consistently been the driving force of national developments, supporting and guiding local CSDs, in an effort to minimise the potential disruption from these initiatives, as we have highlighted in the individual countries' addendums.

Our service quality is reflected in industry surveys as well as in the service assessments of our customers, where the scorecards we regularly receive demonstrate an overall high satisfaction for our service levels and pro-active customer approach.

UniCredit GSS in CEE offers full range of core and value-added services.

TWO SERVICING MODEL OPTIONS

UniCredit GSS has the key advantage of being able to provide two servicing model options to our clients:

- **Direct servicing model** in each of our **11 markets** and / or
- **One-stop servicing model** via our **Austrian Hub**.

Under the hub model the single contractual relationship with UniCredit Bank Austria as sole counterparty provides numerous advantages to clients, while at the same time the direct servicing model provides more competitive time-to-market access. Our **flexibility in offering either options or a mixture of them** provides the possibility to **customers** to decide which access model would **benefit their needs the most**.

UNICREDIT GSS HUB: EASY ACCESS TO 11 MARKETS

Offered out of Vienna, hub securities services (e.g. access to multiple geographies in the region) have always been core to our product offering. The advantages of the hub model include:

- **Single point of entry** with respect to all core and supplementary securities related services
- **One contractual relationship** based on a single master agreement, governing law and jurisdiction; quick addition of new markets based on side- and / or risk-letters
- **Risk exposure towards UniCredit Bank Austria** only; easier due diligence process with possible participation from local market experts
- One relationship manager as the **single point of contact** for all markets; single contacts for settlement, corporate actions and taxation support
- **Combination** of central product specialists with local knowledge and expertise
- **Centralised cash services** and funding
- **Standardised reporting** encompassing all markets
- **Centralised market information** and news distribution

UniCredit GSS will continue investing in its hub product with the aim of bringing continuous improvements to service quality through quicker enquiry turnaround, better proximity to market deadlines, competitive pricing conditions, enhancement of critically important services (e.g. corporate actions, taxation), as well as value-added services (enhanced information provision, reporting, etc.) and different local market connectivity options.

1.4. KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

STRONG ADVOCACY POWER TO THE BENEFIT OF OUR CLIENTS

Being directly present on the ground in all of our markets, we have established and maintain active relationships and dialogues with local market regulators and infrastructure institutions.

UniCredit GSS works with compliance, legal and regulatory experts within the Group to ensure a sound understanding and approach to both local and global regulation. In the past several years we have worked closely with our clients to ensure smooth transitions to the various EU (e.g. AIFMD, MIFID II, CSDR, SRDIII), US (e.g. FATCA, DFA, VR) and other regulatory initiatives, thus aiming for a minimum impact to their activities. On a continuous basis, we monitor and, through our newsflashes, advise our clients of all changes in regulations, or assist in the interpretation of regulations, across our network of markets in CEE. The approach of UniCredit GSS is to always test regulations against the standards of safety of client assets and to act as our clients' advocate whenever we feel that the best possible standards are not being attained.

Being among the largest three banks in most of our core markets, we have strong advocacy powers to make changes to the benefit of the industry and our clients. In past years, there have been numerous initiatives which we drove to harmonise and introduce more efficient processes in the post-trading infrastructure, including traditional document-heavy processes related to taxation, corporate actions, proxy voting, etc., which we have additionally highlighted in the individual country addendums.

UniCredit is not only a leading sub-custodian in the region, servicing international clients, but also has a leading position in the majority of the markets as a depository bank servicing UCITS / AIFMD funds, insurance companies and pension funds. We have legal, tax and fund expertise to understand the regulatory requirements of these institutions, which are also crucial to our understanding of the needs and obligations of the underlying customers of our international clients. We have a unique organisational structure, whereby the sub custody and depository servicing teams fall under the same governance, ensuring that we have the right knowledge and expertise to support and understand our clients' needs in a holistic way (e.g. in terms of both inbound and outbound business).



1.5. UNIQUE FEATURES AND STRENGTHS

OUR STRENGTHS TO THE BENEFIT OF OUR CLIENTS

Our strengths	Benefits for our clients
Competitive product offering	
<ul style="list-style-type: none"> • “One-stop shopping” • 11 markets accessible directly or via hub 	<ul style="list-style-type: none"> • Advantageous investor presence thanks to profound market knowledge and understanding as well as advocate capabilities • Proximity-driven, fast and comprehensive information flow
Integrated organisational structure	
<ul style="list-style-type: none"> • Interlinked relationship management and operations 	<ul style="list-style-type: none"> • Efficient relationship management thanks to fast decision-making • Excellent response turnaround time
Local experts operating under global management	
<ul style="list-style-type: none"> • Full integration of GSS within Transactions & Payments, locally and globally 	<ul style="list-style-type: none"> • Added value from strategic view on client needs • Increased servicing capability from best practice sharing
Full affiliate structure	
<ul style="list-style-type: none"> • UniCredit is represented by full subsidiaries rather than branches 	<ul style="list-style-type: none"> • Sustained continuity due to strong commitment for regional presence
IT landscape	
<ul style="list-style-type: none"> • Common communication approach with SWIFT • Large investment in new IT Infrastructure (BaNCS) replacing the legacy IT infrastructure (BACS) 	<ul style="list-style-type: none"> • Consistently sophisticated communication capabilities business wide • Wide flexibility in delivering tailor-made solutions • Value-added reporting based on individual client needs • Ensuring compliance with the latest industry standards and regulatory requirements • Further reduction of operational risk
Market information	
<ul style="list-style-type: none"> • Global access to locally sourced research and information • In-depth market analyses • Insight into regulatory and infrastructure developments 	<ul style="list-style-type: none"> • Free and reliable access to cross-border information delivered in a swift and investor-centric manner • Ability to stay abreast of changes in capital market infrastructure, regulatory and investor environment

Your contacts



Júlia Romhányi
Global Head of Securities Services
Tel. +36 1 301 1923
Mobile +36 30 951 7040
julia.barbara.romhanyi@unicreditgroup.hu



Sven Trahan
Deputy Global Head of Securities Services
Tel. +36 1 301 1924
Mobile +36 30 593 7905
sven.patrick.trahan@unicreditgroup.hu



Orsolya Kéry
Global Sales and Relationship Manager
Tel. +36 1 301 1926
Mobile +36 30 386 3155
orsolya.kery@unicreditgroup.hu



Katalin Kiss
Global Sales and Relationship Manager
Tel. +36 1 301 1926
Mobile +36 30 175 6917
katalin.kiss@unicreditgroup.hu

Austria: UniCredit Bank Austria AG

The leading provider of custody services in the market with representation in all industry bodies

LOCAL GLOBAL SECURITIES SERVICES (GSS)

Longest track record as custody service provider in the market. In 1990 Creditanstalt took the strategic decision to develop Custody as a profit centre rather than a by-product of our own back-office activities. The Custody Department was segregated to concentrate on institutional/wholesale clients and foreign financial institutions with an emphasis on Austria and CEE since 1992. We have a clear customer focus on Global Custodians and Broker/Dealer clients. Unlike our competitors in the market, UniCredit Bank Austria adheres to a strategic decision to have GSS operations under the same management responsibility as the general client relationship.

KEY FINANCIALS

UniCredit Bank Austria has by far the biggest market share with regards to custody services and remote settlements for foreign institutional clients and provides custody services to more than 80% of the global custodians

GSS Austria in numbers:

- Market share: approx. 50% – based on own estimation as no official statistics are available
- New mandates won/clients retained: One mandate won
- Staff: Largest team (23 FTE) dedicated to international custody clients in the market with more than 20 years average experience in both relationship management and operations

KEY CAPABILITIES

UniCredit Bank Austria's GSS department traditionally employs the most experienced and the best trained people in the market. We have by far the biggest custody team in the market and are thus less exposed to staff turnover and staff contingency situations.

GSS Austria offers full range of core services including:

- Settlement
- Clearing
- Corporate Action Services
- Income Services
- Tax Reclaim Services
- Additionally, unique and value-added services including:

GSS Austria service offering	Benefit to clients
Information Services on Market Intelligence and Legal/Regulatory Market Changes	Up-to-date market information is available immediately after publication including an in-depth analysis of client impact.
Efforts in market advocacy dedicated to the needs of our particular client group.	Advocacy for our clients in the market
Provision of intraday liquidity	Increase in settlement and cost efficiency

CUSTOMER SERVICE

Our excellence in customer service is best described by our clients:

- “Thanks a million for your helpful support in solving this matter!”
- “We appreciate the flexibility you showed in treating our request”
- “UniCredit provides best-in-class services on continued basis.”

GSS Austria maintains the highest level of services tailored to different client segments and to their needs, proven by:

- Long-term relationship with the entire GSS client base also for the provision of cash services
- Successful in winning RFPs where we are the incumbent provider and new mandates from existing clients for additional markets
- Exceeding client expectations
- Our immediate attention and utmost assistance in case of any occurring settlement problem enables reduction of penalties and avoidance of buy-in transactions.
- Premium Banking type service achieved by:

Competitive advantage	Benefit to clients
Fully integrated custody team with relationship management and operational areas under the same management.	Higher efficiency with regards to communication and decision-making process, quicker turnaround time of inquiries
Dedicated account manager, relationship manager and group relationship managers plus backups assigned to our clients	High knowledge of the clients’ needs and preferences
Due to our substantial market share high percentage of in-house settlements.	Lower cost, better cut-off times

COMMITMENT TO BUSINESS

The group has invested heavily into Custody technologies and people. As a result, we are now not only the leading provider in Austria, but also in a position to offer top quality services consistently. The Senior Management of UniCredit realises that, in the current environment, it has never been more important to have confidence in the long-term commitment of your partners in the securities services industry. Being part of GTB we are also perfectly prepared to respond to the increasingly holistic approach towards business relationships we have witnessed in recent years.

Our commitment to the GSS business is underpinned by:

- This is demonstrated by the remarkable investments in technology and infrastructure to enhance our product and service offering and in human capital to strengthen the focus on customer service and delivery.
- One of our achievements in market advocacy was the reduction of potential exposure in case of rights trading for remote members of the Vienna Stock Exchange

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

GSS Austria is the advocate of its clients in local initiatives in the fields of:

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
<p>UniCredit Bank Austria is a member of the following industry bodies:</p> <ul style="list-style-type: none"> • UniCredit Bank Austria is a member in several EBF working groups • UniCredit Bank Austria represents the Austrian banks in AMI-SeCo • UniCredit Bank Austria chairs CANIG Austria and CAJWG • UniCredit Bank Austria is a member of the T2S user committee • UniCredit Bank Austria is also member of the CCP working groups and the National CSD user Group, as well as other relevant industry bodies like AFME and SWIFT • CSDR User Committee 	<ul style="list-style-type: none"> • Information about and discussion of general industry initiatives on global and local level • Definition of market rules and practices; Involvement allows adaption of the internal processes of the bank • Discussion of all relevant T2S topics and upcoming changes, hence timely and most up to the market information • Designing and streamlining of internal remote, as well as OTC settlement facilities based on the information obtained and considering our lobbying results • Implementation of CSDR, hand in hand with the developed features on market level, timely information and close monitoring of any new decisions

MARKET ADVOCACY

Achievements in market advocacy

We are the most active among all custody providers in the Austrian market. In this capacity we put all efforts to use our powers for market advocacy in favour of our clients. Among our successes in Austria are the proxy voting process, the reduced exposure to market fines, the continued communication with the CCP on clearing rules or the reduced exposure to fails, to name only a few.

Benefit to clients/industry

We act as the voice of our clients in the market thus achieving stream-lined and convenient market processes for our clients wherever this is possible, for instance in the setup of the CSDR regulations or with the implementation of the Shareholder Rights Directive II (SRD II).

CONTACT



Milena Hasler

Head of Global Securities Services Austria

UniCredit Bank Austria AG

Tel. +43 664 969 7919

milena.hasler@unicreditgroup.at



Bosnia and Herzegovina: UniCredit Bank d.d.

GSS Bosnia remains a market leader in Bosnia and Herzegovina when it comes to providing high-quality digital solutions to international and domestic clients in the post-trade securities services area

LOCAL GLOBAL SECURITIES SERVICES (GSS)

UniCredit Bank d.d. has been among the first providers to cover both local markets, holding a custody license in Federation of Bosnia and Herzegovina since 2006 and in Republic of Srpska since 2007. We are members of both clearing and settlement systems as well (CSDs in Sarajevo and Banja Luka). GSS also holds two additional licenses in the Federation of Bosnia and Herzegovina – namely, the depository bank license for local investment funds (NAV calculation and fund administration services) as well as the depository bank license for issuers and brokerage companies.

KEY FINANCIALS

Based on assets under custody, UniCredit Bank d.d. is among the top 3 custodians in the local market.

Based on total assets in the banking sector, UniCredit Bank d.d. is the leading bank in Bosnia and Herzegovina with a market share of 17.6%% as of 3Q 2022 and is the most profitable bank in the country.

GSS Bosnia and Herzegovina in numbers:

- Market share: approx. 41% – based on own estimation as no official statistics are available
- GSS provides depository and custody services to the largest open-end investment funds in the B&H market.
- Staff: GSS in Bosnia and Herzegovina has the most experienced staff with an average experience of 12 years in securities Services (Head of GSS has 15 years of experience in securities services). GSS team has been stable throughout the years with very low turnover. GSS team members are highly qualified in the B&H market and have also passed professional exams organised by the local market regulator. The local GSS team combines local expertise and deep market knowledge with UniCredit Group's know-how. Our GSS team is present "on the ground" in two GSS offices in Sarajevo and Banja Luka. Additionally, GSS employees participated in the UniCredit Group Rotation program in previous years which allows best practices sharing among the GSS colleagues within UniCredit Group.

KEY CAPABILITIES

Our local GSS department is a single point of entry for investors into both B&H markets: 1) Federation of Bosnia and Herzegovina and 2) Republic of Srpska. UniCredit Bank d.d. also provides custody services to domestic institutional clients which invest in foreign markets using UniCredit's comprehensive banking network across the CEE. GSS is committed to providing clients with in-depth local market expertise combined with UniCredit Group's know-how. UniCredit Bank d.d. is a market leader in providing high quality depository services for open-end investment funds with a state-of-the-art NAV calculation system.

GSS Bosnia and Herzegovina offers full range of core services including:

- Safekeeping and settlement services in both CSDs (Sarajevo and Banja Luka)
- Corporate actions and proxy voting
- Income collection
- Outbound custody services worldwide for domestic clients
- Cash management and FX services

In addition to providing depository services to local issuers and local investment funds, unique and value-added services include:

GSS Bosnia and Herzegovina service offering	Benefit to clients
Strong focus on relationship management	Dedicated relationship managers responsible for the overall relationship with clients.
Deep market knowledge combined with UniCredit Group's know-how	Proactivity and short turnaround time, tailor-made solutions to meet our clients' needs
Initiator of market changes and strong advocacy power	Active involvement in creating an investor friendly environment and simplification of market practices

CLIENT SERVICE

GSS Bosnia and Herzegovina maintains the highest level of services tailored to different institutional clients and to their needs, proven by:

- Long-term relationships with almost all of our clients – global custodians, regional custody banks and local investment funds
- We are the depository/custody bank of the biggest open-end investment funds in FB&H
- Highly responsive GSS team dedicated to customer care
- Premium Banking type service achieved by

Competitive advantage	Benefit to clients
Group custody system	Continuous investment in technology to exceed the latest standards of the industry
Efficient organisational structure (i.e.: relationship and operational areas being under the same management)	Leaner decision making process and quick information flow
Central support from the Group as well as from the local Legal and Tax Teams	Local experience and knowledge in legal and tax issues

COMMITMENT TO BUSINESS

UniCredit Bank d.d. combines deep market knowledge with the Group's know-how. Our GSS staff has an average experience of 12 years in the custody industry and has passed local professional exams organised by the Securities Commission in Federation of BH.

Our commitment to the GSS business is underpinned by:

- GSS staff has passed professional exams organised by the local regulator intended for broker and investment adviser licenses (3 brokers and 2 investment adviser exams).
- Continuous training of staff who regularly attend sales trainings organised within the Bank and by the Central Team. The GSS staff also attends annual trainings on AML topics organised by UniCredit Group and local market regulators.
- In-house developed custody system which was developed in accordance with the local legal requirements and is continuously improved in cooperation with our local IT experts.
- In 2017 UniCredit Bank d.d. implemented an IT state-of-the art solution to provide high quality NAV calculation and fund administration services. In October 2022 UniCredit Bank d.d. successfully implemented the new custody system (BaNCS), which reinforces our continued commitment to service excellence, both near and long-term.

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

UniCredit Bank d.d. has successfully lobbied for the implementation of the T+2 settlement cycle in both markets and for the abolishment of the liquidity reserve which had to be paid before settlement date (T+1). Another successful advocacy achievement was the simplification of the asset transfer procedure between local custody banks.

GSS Bosnia and Herzegovina is the advocate for its clients in local initiatives in the fields of: Implementation of best practices at the local CSDs and creation of an investor friendly environment.

UniCredit Bank d.d. is a member of the Banks Association and in that role, for several years, the Bank has been active in suggesting the topics on the agenda of the Banks Association, proposing different initiatives and solutions towards decision makers in order to improve, align and to put the regulation on electronic signature and electronic documents into practice.

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
UniCredit Bank d.d. is a member of the Foreign Investors Council (FIC)	Foreign Investors Council (FIC) is a non-profit business association, representing the interests of foreign businesses in B&H. The FIC was established in August 2006. The FIC objectives are the improvement of investment and business environment in B&H, and the promotion of communication and cooperation between the business council and the authorities in B&H.
UniCredit Bank d.d. is a member of the Banks Association of Bosnia and Herzegovina (BABIH). Our CEO Ms Amina Mahmutović is a member of the Steering Committee of the BABIH.	Banks Association of Bosnia and Herzegovina (BABIH) is a non-government and a non-profit organisation established to create a representative, professional organisation to advocate interests of its members before authorities and institutions in B&H.

MARKET ADVOCACY

Achievements in market advocacy	Benefit to clients/industry
Implementation of the T+2 settlement cycle	Switch from T+3 to T+2 settlement cycle
Abolishment of the liquidity reserve and implementation of true "DvP" settlement cycle	Cash remains on the client's cash account until settlement date
Introduction of buy-in procedures in accordance with the practice on developed markets	Buy-in procedures were started before settlement date
Simplification of procedures in case of transfer of assets between local custodians	Shorter settlement times of FoP transactions
Introduction of allocation approval in Republic of Srpska	Allocation of trades based on client's settlement instructions

CONTACT



"We are proud to be part of UniCredit's GSS community. With strong dedication and collaboration with colleagues across our Group, we were able to successfully roll-out our new custody system which allows us to provide best-in-class services to our clients."

Amra Telačević
Head of Global Securities Services Bosnia and Herzegovina
UniCredit Bank d.d.
Tel. +387 33 491 816
amra.telacevic@unicreditgroup.ba



Bulgaria:

UniCredit Bulbank AD

Expertise, trustworthiness and best client's experience

LOCAL GLOBAL SECURITIES SERVICES (GSS OR GSS BULGARIA)

UniCredit Bulbank is the number one bank in Bulgaria, being a financial institution that is easy to deal with, the employees of which deliver concrete answers, real benefits and positive impact to the challenges and the opportunities customers face in today's real life. UniCredit Bulbank is also the undisputable leading securities services provider in the market in terms of range of services and diversity of client base. We estimate that we service around 40% of the foreign institutional investors in Bulgaria and around 25% of the local custody market in terms of assets under custody.

KEY FINANCIALS

UniCredit Bulbank AD is the number one custody provider in the Bulgarian market.

GSS Bulgaria in numbers:

- Assets under custody: Our assets under custody (AUC) have been steadily growing over the years. Despite the unfavourable global stock market trends during 2022, the size of our AUC as of 31 December 2022 has remained rather stable year-on-year, i.e. going down by less than 4%, while custody revenue for 2022 has increased by around 14% compared to the previous year. The main drivers of this development are the increased activity of existing clients and new client acquisitions.
- Market share: We estimate that we service approx. 40% of the foreign institutional investors in Bulgaria and approx. 25% of the local custody market in terms of assets under custody.
- New mandates won/clients retained: five new mandates, all active clients retained.
- Staff: We have the largest team of custody professionals in the Bulgarian market that take care of the largest and most diversified client base. Our clients are among the largest local institutional investors, including pension funds, insurance companies, banks, brokerage houses, collective investment schemes, state institutions, as well as major foreign clients including global custodians, broker-dealers, international banks and one foreign CSD.

KEY CAPABILITIES

UniCredit Bulbank offers the full range of custody services to its clients in the local and multiple foreign markets.

GSS Bulgaria offers full range of core services including:

- Safekeeping and settlement of financial instruments
- Income collection, corporate actions and proxy voting
- Support for tax relief/reclaim applications
- Custody services for domestic pension funds including all regulatory reporting and monitoring requirements
- Depositary services for domestic collective investment schemes (UCITS), alternative investment funds (AIF) and special investment-purpose companies, global custody services for over 50 markets all over the world

Additionally, unique and value-added services including:

GSS Bulgaria service offering	Benefit to clients
Continuously developed and enhanced website dedicated to GSS, with value-added information and open access to all stakeholders (https://gss.unicreditgroup.eu/) containing local market newsflashes, newsletters, market profile and other useful information	Up-to-date general information about the local market with easy access and available 24/7
Maintenance of client-specific account structures	Tailor-made solutions to meet client needs
Aggregated settlement	Reduced settlement costs
Processing of instructions received late on best effort basis	Commitment to act in the best interest of the client and adoption of competitive client deadlines
Client query handling	Short turnaround time and comprehensive overviews
Threshold monitoring and assistance in reporting of ownership disclosure limits	Facilitation of client compliance with local legislation

CUSTOMER SERVICE

Our excellence in customer service is best described by our clients:

- “Thank you once again to the whole team for the assistance, patience and correct attitude!”
- “Thanks for the timely information and for all the efforts of you and your team!”
- “Thank you for your immediate reaction.”
- “Many thanks for the quick reaction and short deadlines when sending the billing data to us.”

GSS Bulgaria maintains the highest level of services tailored to different client segments and to their needs, proven by:

- Long-term relationship with most of the clients
- Numerous industry awards
- Flexibility and tailor-made solutions
- Exceeding Client Expectations
- Flexibility with required account opening documentation to reduce client efforts and cost
- Premium Banking type service achieved by:

Competitive advantage	Benefit to clients
Leading custodian bank in Bulgaria	Dominant player in both international and domestic client segments
Efficient organisational structure – relationship and operational area being under the same management	Prompt decision-making, quick information flow, better deadlines and response time
Good industry representation	Strong market advocacy power
Among the first to offer custody services in Bulgaria	Long track record demonstrated through quality of service and market expertise
Continuous system developments	Accommodating the growing business needs of our clients as well as regulatory and market infrastructure changes

COMMITMENT TO BUSINESS

UniCredit Bulbank continuously evolves its leadership position in the securities services business in Bulgaria by putting high emphasis on client centricity and satisfaction.

Our commitment to the GSS business is underpinned by:

- Strengthening human capital and developing experts with deep cross-sectional expertise
- Investing in IT solutions and targeting as high STP rates as possible
- Driving local industry initiatives

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

GSS Bulgaria is the advocate of its clients in local initiatives in the fields of:

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
Association of Banks in Bulgaria (ABB)	UniCredit Bulbank (UCB)’s Chairperson of the Management Board and CEO is Deputy Chairperson of the Executive Board of ABB, UCB’s Head of Brokerage and Institutional Sales is the chairperson of the Capital Markets Committee, the Senior Relationship Manager of GSS Bulgaria is a member of the Working Group on Custodian and Depository Services of Banks, etc.
Central Depository AD (CDAD)	Founding shareholder and member
Bulgarian National Bank (BNB)	Participant in the ESROT system for settlement of Government bonds; Primary dealer; participant in the RINGS system for real-time payments
Bulgarian Stock Exchange Sofia	Founding shareholder and member

MARKET ADVOCACY

Achievements in market advocacy	Benefit to clients/industry
Target2Securities (T2S) onboarding of CDAD and BNB	UniCredit Bulbank has been an active participant in the various discussions with both local CSDs on their forthcoming joining to T2S targeted for September 2023.
EUR implementation in Bulgaria	UniCredit Bulbank has been actively reviewing and proposing relevant amendments to the draft legislation related to the implementation of EUR in Bulgaria.
Projects for development of the Bulgarian capital market	UniCredit Bulbank has been supporting the ongoing diagnostics of the state of capital market development.
Central Securities Depositories Regulation (CSDR)	UniCredit Bulbank has been (i) proactively requesting, independently and via the CSD User Committees, detailed information from both CSDs in the market, and (ii) participated in the review of draft CSDR-related regulatory changes, in order to facilitate proper preparation of local market participants and their clients for the new requirements entering into force in February 2022.

CONTACT



“I am honored to have the privilege to join the GSS team of UniCredit Bulbank, Bulgaria, which is well-recognized and awarded for its high-quality securities services in the local market.”

Madlen Mineva

Head of Global Securities Services Bulgaria

UniCredit Bulbank AD

Tel. +359 2 923 2673

madlen.mineva@unicreditgroup.bg



Croatia: Zagrebačka banka d.d.

Insisting on securities services excellence in Croatia

LOCAL GLOBAL SECURITIES SERVICES (GSS)

Combining long-term in-house expertise with the experience of joiners from the market, Zagrebacka banka GSS stands out as the market leader, in terms of know-how, service level, client range and assets under custody. Affiliation to UniCredit Group GSS contributes to unequalled service level quality and client centricity, whereas the strength of Zagrebacka banka on the local market contributes to unequalled provision of simple and faster solutions to clients.

KEY FINANCIALS

Undisputed market leader amongst custodians, **GSS Croatia in numbers:**

- Market share: approx. 56% – based on own estimation as no official statistics are available
- New mandates won/clients retained: 2 local institutional clients mandates won
- Staff: An experienced team of 14 FTEs

KEY CAPABILITIES

Longest track record on the market with the widest range of services offered to extensive client range covered (global and regional custodians, supranational organisations, banks, insurance companies, broker/dealers, UCITS, AIFs, voluntary pension funds, private banking clients, etc.).

GSS Croatia offers full range of core services including:

- Settlement
- Safekeeping
- Asset servicing, proxy voting and full tax services
- Depository bank services
- SWIFT ISO 20022 supported disclosure reporting and general meetings
- Customized reporting services

Additionally, unique and value-added services including:

GSS Croatia service offering	Benefit to clients
Simple and free of charge OIB number allocation	Simplified access to the market (withholding tax remittance, cash dividend payment and segregated account opening at the CSD level)
The most competitive proxy voting and corporate action deadlines on the market	Market deadline – 1 working day
Tax relief and tax reclaim service	Standard service enables provision of favourable DTA rate to clients and full tax related service
Proxy voting	Fully supported process in order to exercise clients' rights pertaining to safe-kept shares

CUSTOMER SERVICE

Our excellence in customer service is best described by our clients:

- *“Thank you for your effort, your service is highly appreciated.”*
- *“Many thanks for your kind assistance, you have been of great help.”*
- *“Thank you! We appreciate the prompt and clear response on this matter.”*
- *“Thank you for your kind co-operation and flexibility.”*
- *“Thanks for your feedback, all is clear now, your quick help has been of great assistance.”*

Our service excellence lays in our ability to provide responses with a quick turnaround time, to proactively send market information to customers, to process instructions received even after the deadline, to actively protect the clients' rights pertaining to their financial instruments (in case of uninstructed balance) and to represent our clients' interest through market advocacy and lobbying activities.

GSS Croatia maintains the highest level of services tailored to different client segments and to their needs, proven by:

- Long-term relationship with all the existing clients and ever-growing client base and AUC
- Cross-segment client acquisitions
- Exceeding client expectations
- Fast, flexible, accurate and reliable service backed-up by UniCredit Group strength and network.

Competitive advantage	Benefit to clients
Relationship and operational areas being under the same management	Quicker, leaner decision-making process and more flexible solutions
3+1 contact model	Easier and user-friendly approach allocating specific contacts to process client's regular business requests
Agile approach in product development	Faster and simplified process of new product development and offering to clients

COMMITMENT TO BUSINESS

Being the pioneer of custody business on the Croatian market, Zagrebacka banka GSS continues to invest significant efforts in making the Croatian market more investor-friendly and easier to access.

Our commitment to the GSS business is underpinned by:

- Constant growth in AUC and clients' numbers
- Strengthening the team by hiring top market specialists
- Emphasis on digital agenda (market leader in introducing RPA technology within the process)
- BCP fully operational – proven resiliency and continued service provision with no incidents
- Paperless approach fully implemented
- Accepting soft copies of the documents required for OIB allocation and/or tax relief/reclaim via e-mail
- Leveraging on the position of the leading bank on the market in all lobbying initiatives related to GSS business

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

The most important achievement in market advocacy recently is the forthcoming change in the settlement instructions MT540-543, whereby receiving and/or delivering agent will be instructed using BIC code and securities account number (instead of local CSD codes used so far). Thus, worldwide market standard will be introduced on Croatian market as well.

GSS Croatia is the advocate of its clients in local initiatives in the fields of:

- Creating the most efficient market solutions driven by regulations
- Challenging outdated market practices
- Pushing for introduction of worldwide best practices locally
- Transposition of EU legislation into local regulations

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
<ul style="list-style-type: none"> • Association of Custodians and depositary banks with Croatian Chamber of Economy • Capital Market Association • Croatian Bank Association • National Market Practice Group for SWIFT standards • Association of Investment Fund Management Companies • ACI Croatia (member of ACI Financial Market Association, Paris) 	Constant presence in all interest associations and market working groups related to implementation of new regulations or infrastructure changes on the market

MARKET ADVOCACY

Achievements in market advocacy	Benefit to clients/industry
Adoption of CSDR Regulation	Zagrebacka banka was heavily involved in CSDR market working group related to the CSDR driven changes – introduction of additional mandatory matching fields (trade date and currency for "against payment" settlement transactions); introduction of market tolerance limit (trade with cash up to EUR 100.000: limit EUR 2; trade with cash above EUR 100.000: limit EUR 25); introduction of new transaction types (supported by both CSD proprietary system and SWIFT) - COLI, COLO, CNCB, SECL, SECB, REPU, RVPO, TRPO, TRVO, BSBK, SBBK, OWNE, OWNI; introduction of cash penalties for late matching/settlement; instructions recycling – currently 10 working days; with CSDR implementation will change into 20 working days; changes to the buy-in process; extension of reason codes for non-matching and for pending settlement. CSDR has been applicable on the market as of 14 February 2022.
Introduction of EUR currency	Throughout 2022 Bank was heavily working on the EURO conversion project to adjust the internal processes and IT systems to the introduction of the euro as the official currency of Croatia, effective as of 1 January 2023. Client communication has been adjusted accordingly.
T2S	Zagrebacka banka GSS continues to be a pro-active market participant on the topic of T2S go-live of Croatian market. Focus is on clarification of all expected changes of the settlement and income collection process. Scheduled go-live of T2S is 11 September 2023.
Introduction of SKDD safekeeping fee	SKDD announced the introduction of the safekeeping fee to the assets held on all types of accounts opened in SKDD (basic, custody, portfolio). Lobbying efforts are focused on timely provision of official information to ensure our clients are aware of the changes that will take place on the market as of 1 June 2023.

CONTACT



“Committed to providing only the best securities services in Croatia. Less is never an option.”

Jelena Bilušić
 Head of Global Securities Services Croatia
 Zagrebacka banka d.d.
 Tel. +385 99 4960 518
 jelena.bilusic@unicreditgroup.zaba.hr



Czech Republic: UniCredit Bank Czech Republic and Slovakia, a.s.

Sharing best practices through mutual understanding and collaboration

GLOBAL SECURITIES SERVICES (GSS)

UniCredit Bank Czech Republic and Slovakia, a.s. is the leader in the provision of custody services to both domestic and foreign financial institutions in the Czech Republic. Thanks to exceptionally strong relationships with our customers, we have managed to build a profound understanding of our clients' needs, enabling us to deliver tailor-made solutions and service excellence. UniCredit Bank is one of the largest depositories in the Czech Republic as regards the controlled assets of collective investment funds. Our size and standing in this segment allow us to take an active part in the formation of the market environment for depository services.

KEY FINANCIALS

GSS Czech Republic in numbers:

Market Share:

18% of international clients

26% of local clients

60% of depository services for domestic pension fund management companies

In 2022 GSS team has expanded the existing client base especially in the fund industry depository services.

Key figures:

Stable team of 32 FTEs with the average staff experience over 10 years.

Around half of the team is dedicated to custody section servicing around 160 clients. Together with the funds GSS team services around 300 clients.

KEY CAPABILITIES

- UniCredit Bank Czech Republic and Slovakia, a.s. is present on the Czech market as well as on the Slovak market. This allows us to share best practices, experience and knowledge between the Czech and Slovak GSS teams.
- We have a unique ability to support the "Account Operator model", e.g. to administer the direct CSD participant account. This service is currently provided to the largest ICSD.

GSS Czech Republic offers full range of core services including:

GSS Czech Republic service offering	Benefit to clients
Market advocacy activities in best interest of clients	Cost savings, increased transparency, lower operational risk
Monitoring and assistance in reporting of ownership disclosure limits	Lower administration effort; no interaction with local issuers and regulator
Turnaround trades supported	Efficient liquidity management
Diverse performance reporting	Improvement of STP ratio and overall efficiency

CUSTOMER SERVICE

Our excellence in customer service is best described by our clients:

"Thank you plus all of your colleagues for a most thorough and informative set of meetings with you all. I found our exchanges and interactions very useful and must commend you and your colleagues for your knowledge, professionalism, and cooperative engagement."

GSS Czech Republic maintains the highest level of services tailored to different client segments and to their needs, proven by:

- Long-term relationship with over 90% of the clients
- Excellent client ratings
- We are considered the market information benchmark by a number of foreign and also local clients
- We are often requested to deliver our market participant's expertise to local CSDs
- Premium Banking type service achieved by

Competitive advantage	Benefit to clients
Excellent Relationship Management quality and deep understanding of client needs	Most efficient solutions to clients' needs
Efficient organisational set up – both operational and relationship areas are under the same management, smooth information flow, better response times, quick decision-making	Focus on client needs applied to end-to-end service delivery. Smooth information flow, leaner decision-making process, quicker response time, higher flexibility in meeting clients' requirements
Flexible account structure	Possibility to use the most effective set-up
Fine-tuned tax procedures based on our long-term experience of servicing clients from various tax residencies	Efficient tax relief at source, effective tax reclaims
Premium customer service model – dedicated relationship manager and account manager, each with back-up, dedicated Global Relationship Manager	Fastest track to solutions on both global and local level

COMMITMENT TO BUSINESS

Constantly striving to improve our service and product offering and overall support of our clients and employees.

Our commitment to the GSS business is underpinned by:

- Strategic decision in 2018 to substantially invest, and as such replace its GSS IT. The successful implementation of BaNCS, the new custody system, represents the milestone of our commitment to the business. The new IT system is a scale system, that can handle terabytes of data, almost unlimited number of transactions – but also has the sophistication of all other services/processes UniCredit requires to best serve its clients.
- Allowing our clients to utilize e-signed or scanned/soft copies of documents and electronic Proxy voting (where accepted by local authorities and/or allowed by Issuers)
- Continuously investing into our people's professional development by arranging of various trainings
- Investing into our people's health protection – working from home possible for all employees. In top of standard vacations, UCB CZSK has also arranged for an additional 4 "regeneration" days off for its employees.
- ESG: Among the first 37 financial institutions UCB CZSK to endorse the Natural Capital Declaration ("NCD"). Natural Capital Finance Alliance (NCFA) is a collaboration within the finance sector to lead the integration of natural capital considerations into financial decision-making.

In 2021 UniCredit Bank Czech Republic and Slovakia, a.s. among 6 global banks has formed the Steel Climate-Aligned Finance Working Group to define the common standards of action for steel sector decarbonisation through a collective climate-aligned finance agreement facilitated by RMI's Center for Climate-Aligned Finance.

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

UniCredit GSS continuously works with compliance, legal and regulatory experts within the Group to ensure a sound understanding and approach to both local and global regulation. In the past several years we have worked closely with our clients to ensure smooth adjustment to the various EU (e.g. EMIR, AIFMD, CSDR, MIFID II, GDPR, SRD II), US (e.g. FATCA, DFA, VR) and supranational (e.g. sanctions related) regulatory initiatives, thus aiming at minimum impact on their activities. On continuous basis we monitor and advise our clients of all changes in regulations, or in the interpretation of regulations, across our network of markets in the Central and Eastern Europe. The approach of GSS is to always test regulations against the standards of safety of client assets and to act as our clients' advocate whenever we feel that the best possible standards are not being attained.

GSS Czech Republic is the advocate of its clients in local initiatives in the fields of:

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
AKAT (Czech Capital Market Association) <ul style="list-style-type: none"> • Pavel Kandravý (Member for GSS Custody) • Pavel Kandravý (Member for GSS Depository Services) • Jozef Markovič, Daniel Hořejš (Member of MiFID Specialised Section) 	<p>Lobbying activities to assert our interests at local and EU level.</p> <p>Active role in various areas including the implementation of T2S, CSDR and SRD II standards, simplified and improved securities trading/settlement mechanism as well as income collection & corporate actions, taxation processes and modifications in regulations.</p>
Czech Banking Association <ul style="list-style-type: none"> • Jakub Dušilek (Member of the Executive Board) • Stanislav Čurilla (Capital Market Committee) • Vojtěch Hájek (Committee for Banking/Financial Security) • Tibor Kuzmík (Legal Committee) 	<p>Lobbying activities to avoid burdening of the market with additional unnecessary requirements above the existing laws and regulations.</p>
CDCP (local CSD) <ul style="list-style-type: none"> • Pavel Kandravý (Member of Committee) 	<p>UCB is active member of the team focusing on the most recent topics resulting from the EU laws and regulations. Currently the main discussed topics are:</p> <ul style="list-style-type: none"> • Buy-ins • ScoRe
Czech National Bank (local CSD for T-Bills) <ul style="list-style-type: none"> • Pavel Kandravý (Member of Committee) 	<ul style="list-style-type: none"> • Active member of the CSDR committee
Praque Stock Exchange <ul style="list-style-type: none"> • Jozef Markovič, Daniel Hořejš (Member of Membership Committee) 	

CONTACT



“Being the largest provider of custodial services on securities market in Czech Republic, our ambition is to provide both new and loyal clients with high-quality services. We help them to meet complex custody needs while maximizing efficiency and managing risk. To achieve these goals, we use our integrated technology that is designed to simplify the workflow. We are our clients’ trusted partner.”

Pavel Kandravý
 Head of Global Securities Services Czech Republic & Slovakia
 UniCredit Bank Czech Republic and Slovakia, a.s.
 Tel. +420 776 622 644
 pavel.kandravý@unicreditgroup.cz



Hungary:

UniCredit Bank Hungary Zrt.

Unlocking the full potential of client relationship with state of the art services

LOCAL GLOBAL SECURITIES SERVICES (GSS)

Global Securities Services (GSS) Hungary continues to maintain the **biggest market share** in the securities services business. Thanks to its excellence in GSS service delivery appreciated by loyal customers, relationships with clients turned into partnerships with the entire bank through diversified products. UniCredit Bank Hungary's strong position in the market provides a unique edge over our competition in successful market advocacy, representing the interest of our customers as well as the industry.

KEY FINANCIALS

The healthy mixture of both international and domestic clients provides a strong foundation for stability and further growth both in terms of client numbers and portfolio value.

GSS Hungary in numbers:

- **Market share:** 39% – based on own estimation as no official statistics are available. Number one service provider in the market.
- **Staff, number of clients:** A team of 31 people, being the biggest custody team in the market, serves approximately 250 institutional clients.

KEY CAPABILITIES

GSS Hungary is one of the few custodians servicing both international and domestic institutional clients. This feature makes us experts in the wider market, product and customer knowledge. **Our long-lasting leadership position** in servicing both domestic and international clients proves our key capability to provide a wide range of custody products in a scale, which is beyond the ones set forth by competition.

GSS Hungary offers a full range of core services including:

- Custody services in the Hungarian market for all types of securities, including full-STP and real time settlement of OTC trades
- Asset servicing
- Tax and proxy services
- Outbound global custody services in over 50 markets for domestic and foreign customers
- Settlement of on-exchange and MTS Hungary trades for remote members in Hungary
- Fund depository and administration services
- Monitoring and information distribution of capital market related regulatory and infrastructure changes (Newsflashes, Newsletters, Market Profile)
- Ensured continuity of our services by implementing appropriate and up-to-date business continuity and disaster recovery plans
- Subscription and redemption of foreign investment funds through a dedicated 3rd-party platform
- Collateral management

Additionally, unique and value-added services include:

GSS Hungary service offering	Benefit to clients
Real time and full STP settlement	Support for high volumes of transactions, with quick turnaround time and with reduced risk resulting from no manual intervention in the processing
Provision of intraday liquidity	Increased settlement and cost efficiency
Turnaround trade support	Increased settlement and cost efficiency
Most favourable cut-off times	Supporting the client's daily operation
Various account set-up offerings tailor-made to the client	Possibility to optimise and find the best fitting account structure
Diverse Value-added Reports including monthly MIS reporting	Consistency in support of settlement and corporate action services
Disclosure limit monitoring	Receipt of value-added information supporting investors in meeting their legal obligation
Special Services: Settlement Agent Services for stock exchange remote members, including primary dealers	Automatic collateral management as well as full-STP settlement
Access to over 50 markets worldwide	Wide range of services and markets are available to both domestic and international clients
Structured deals support, including escrow transactions	Strategic investors can enjoy support of complex deals with high-risk mitigation

CUSTOMER SERVICE

Our excellence in customer service has been referred to by our clients such as:

- Historical, strong presence in the region, experience of the staff is valuable
- Professional staff with deep knowledge in all areas
- Strong level of service provided across all the teams
- Expertise of relationship management and staff at operations are very well recognised

Reliable operation and service Excellence are the main focus of GSS Hungary supported by highly automated processes, experienced staff and dedicated relationship and account managers, providing special attention and private banking-style service for all GSS clients.

GSS Hungary maintains the highest level of services tailored to different client segments and to their needs, proven by:

- **Reconfirmation of market leading position and service excellence** – the best proof of our outstanding service. Clients who left our bank few years ago returned later, believing that they were receiving much better service for their money from GSS Hungary.
- **Long-term relationship** with majority of the clients both in the international as well as the domestic client base.
- **Continuous investment in IT infrastructure** is conducted to comply with applicable regulations, develop processes including paperless operation, as well as to improve service levels. For the latter, requirements and special needs of clients are important contributors, that are taken into consideration to the greatest possible extent.
- **Client satisfaction with GSS services** opens the door for other product lines that materialises into partnerships with customers for a wide range of banking services. For international clients, UniCredit Bank Hungary has offered CLS services from the first possible date and has since attained more than 50% of the market share in this product. The majority of clients using CLS were already GSS clients when they appointed UniCredit Bank Hungary as their CLS agent. For domestic partners, the Retail Division of the bank offers strong co-operation, such as investment fund distribution for fund managers, selling bank assurance products for insurance companies and assistance in acquisition of members for pension funds.

Premium Banking type service achieved by:

Competitive advantage	Benefit to clients
<p>Being a strong provider not only to international but also to domestic investors with significant market share in both segments</p>	<p>Servicing the full scale of institutional investors brings valuable experience and know-how not only of the Hungarian market, but also that of global markets (offering over 50 international markets via our global custody network). This translates into a better understanding of our clients and their needs, and also supports our activities in market advocacy by using global knowledge to improve the local market.</p>
<p>State of the art IT infrastructure</p>	<p>Introduced in 2023, the new global custody platform (BANCS) is a highly flexible system that can be tailor made to match specific client needs. Meets latest industry standards and fully compliant with ISO20022.</p>
<p>Bank-in-a-bank organisational structure</p>	<p>Efficient and unique operational model on the basis of both relationship and operational areas being under the same management, which results in</p> <ul style="list-style-type: none"> • A faster decision-making process; • Quicker information flow to clients; • Efficient customer service; • Better deadlines and • Improved response turnaround time.
<p>Best expertise in the market with servicing both international and domestic clientele</p>	<ul style="list-style-type: none"> • Deeper and wider knowledge of securities services business – different, tailor-made approaches are applied for the various set of customers • Solutions delivered as common effort using wide range of know-how and experience from both domestic and global custody point of view • Smoother operation at peak times – easier staff management to allocate people where, temporarily, there is a stronger need for a certain period of time (i.e.: during proxy seasons, market turmoil such as the volatile markets caused by COVID-19)
<p>Direct access to the senior management</p>	<p>The Head of GSS Hungary, being the deputy Head of Transactions and Payments and also having a reporting line to the Global Head of GSS results in:</p> <ul style="list-style-type: none"> • Faster decision making process, • Holistic approach in client servicing • Advantages of synergies and cooperation between countries and product lines.
<p>Direct access to IT staff and to legal and tax consultants dedicated to Global Securities Services</p>	<p>Unique set-up at UniCredit Bank Hungary brings value to clients to have subject matter experts, who understand the GSS business, providing in-depth information (legal and tax related), tailor made solutions and value added reporting with quick turnaround time.</p>

COMMITMENT TO BUSINESS

UniCredit's commitment to the GSS business is best described by the long history supported by **large investments in technology and staff** with the ultimate goal of maintaining a unique and best-in-class custody service provision.

Our commitment to the GSS business is underpinned by:

- Long-standing position on the market; GSS Hungary has been providing services in the Hungarian market for 30 years
- Continuous investment in technology and people
- Flexible, secure and innovative solutions both on the premises or via remote access
- Profitable business generating value for the Group
- High number of GSS clients with long lasting relationships with the bank using the bank's diversified product offerings
- Consistently maintaining a significant market share in various client segments (international, domestic and global custody clients)
- High recognition of GSS business line and attention of senior management within the bank
- Strong commitment to investing into IT infrastructure, implementing new custody platform in 2023

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

In today's constantly changing environment, one of GSS Hungary's key differentiating factors is its ability to observe the changes and to keep its knowledge up-to-date on the local and EU regulations as well as market practices via an in-house monitoring process, as well as gathering information from external sources (by active participation in various working groups and associations such as the Association of Investment Service Providers and the Hungarian Banking Association). On the legal side, regulatory changes impacting GSS clientele are constantly monitored and distributed to the parties affected via Newsflashes, Newsletters and via tailor made communication.

Our bank is among the three largest banks in Hungary, the **number one custodian**, one of the five most active members of the Budapest Stock Exchange and, without a doubt, the most powerful and influential market advocator in the Hungarian capital market.

UniCredit Bank Hungary is the advocate of its clients in local/global initiatives in the fields of:

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
Head of Compliance Member of the Hungarian Banking Association	UniCredit Bank Hungary is strongly presented in the local banking community as well as towards lawmakers and key participants of the local financial market.
Head of Markets Chairman of the Settlement Committee of the Budapest Stock Exchange	Platform to support decision making of the Budapest Stock Exchange and to ensure professional control over its functions.
Head of GSS Hungary Hungarian National Stakeholders Group	This consultation body is a platform to represent clients/industry interest in relation to T2S, CSD Service Development Program, CSDR, SRD II and standardisation & harmonisation (especially corporate actions).
Head of Corporate Actions, GSS Hungary Hungarian National Stakeholder Group	Via this membership the interests and needs of the clients of UniCredit Bank Hungary are well represented in relation to T2S, CSD Service Development Program, and standardisation & harmonisation for corporate actions.

MARKET ADVOCACY

Achievements in market advocacy	Benefit to clients/industry
Implementation of CSDR	Proper representation of clients' interest in related working group meetings and timely sharing of information coming from the CSD to assist clients in their preparation for the new requirements.
Implementation of SRD II and related new market practices	In case of corporate events, the main objective of our lobbying activities is to bring Hungarian market closer to international practices, so that investors can operate in a more transparent and manageable investment environment. We aim to align the whole proxy voting process with the standards set by the SRD II legislation, to introduce electronic voting throughout the entire intermediary chain and take advantage of the ISO 20022 standards.
Change of the CSD's core settlement system (KSDP)- participation in the pre-and post-implementation market consultations	We successfully lobbied to make the newly implemented CSD system more compliant with global securities standards, and actively participated in the planning and testing to complete the long-running system replacement project. As a result of our activities, the Hungarian securities market has moved even closer to the developed markets, which helps our clients operate in a more consistent and efficient manner. UniCredit is actively lobbying to fine tune the new REPO procedures to be fully aligned with the international standards,
SCoRE standards	With regards to compliance with SCoRE standards, active participation in the discussions on the adaptation plan within the framework of HU-NSG. Furthermore, internal project has been launched to be fully in line with the CSD's developments.

CONTACT



“Our long-standing market leadership is based on building strong relationships with our clients, providing best in class services and staying true to our corporate values: Integrity, Ownership, Caring.”

Lívia Mészáros
 Head of Global Securities Services Hungary
 UniCredit Bank Hungary Zrt.
 Tel. +36 1 301 1921
livia.meszaros@unicreditgroup.hu



Romania: UniCredit Bank SA

Strong fundamentals, determined team, ambitious targets in providing support to our clients

LOCAL GLOBAL SECURITIES SERVICES (GSS)

UniCredit Bank's long presence as custodian in the Romanian capital market grants the expertise and high quality of services offered which both clients and the market recognize.

UniCredit Bank's clients are serviced by a dedicated team of experts and by using a state-of-the-art custody system. Moreover, due to their recognition, our specialists have strong market advocacy power through the professional associations and working groups. The aim of our service is to find the most viable solutions to best meet clients' needs.

KEY FINANCIALS

Maintaining a significant volume in terms of assets under custody and transaction volumes, UniCredit Bank SA has a 15% market share. In 2022, UniCredit Bank settled more than 10.000 trades without delays or fails and all corporate events instructed by our custody clients were successfully executed with a 100% representation rate for proxy events and 100% effectiveness for the rest of corporate events.

GSS Romania in numbers:

- Market share: 15%
- Staff: Our Global Securities Services team has substantial market expertise, having an average experience of 20+ years in the banking and capital market area.

KEY CAPABILITIES

UniCredit GSS in Romania offers full range of custody services, including account and relationship management for domestic and international clients, securities transactions settlement, both inbound and outbound, corporate actions processing, income collection services and depository bank services, for investment funds (UCITS and AIF).

GSS Romania offers a full range of core services including:

- Relationship management
- Account opening
- Transaction processing and settlement
- Corporate actions
- Income collection
- Depository bank

Additionally unique and value-added services include:

GSS Romania service offering	Benefit to clients
Market Intelligence	Prompt and accurate market updates are made available immediately after publication including an in-depth assessment of client impact.
Competitive deadlines	Deadlines close to the market deadlines increase efficiency in clients' daily operations
Proxy	100% representation rate
Tax support	UniCredit GSS Romania offers continuous support regarding fiscal requirements
Depository Bank	Timely NAV reporting and high competence for communication with fund administrators
Threshold monitoring and assistance in reporting of ownership disclosure limits	UniCredit GSS in Romania offers continuous support and client notification regarding threshold monitoring

CUSTOMER SERVICE

Our excellence in customer service is best described by our clients:

- “Very good support to our enquiries. Many thanks”
- “We highly appreciate your quick action.”
- “Thank you so much for your in-deep responses.”

GSS Romania maintains the highest level of services tailored to different client segments and to their needs, proven by:

- Long-term relationships with the majority of clients
- Increased domestic portfolio share reflecting local client satisfaction
- Continuous recognition by clients as a top provider evidenced by responses in industry surveys

Premium Banking service achieved by:

Competitive advantage	Benefit to clients
Organisational structure of GSS as part of the Global Transaction and Payments Department	Being under the Transaction & Payments (T&P) division provides faster decision-making processes based on a more comprehensive perspective on the business and on the strong cooperation between T&P units.
Fully integrated relationship and operations model	<ul style="list-style-type: none"> • Faster decision-making process. • Improved client response turnaround times. • Better understanding of clients’ needs. • Processes are closely monitored in the same organisational structure.

- UniCredit Bank proved its efficiency by successfully solving clients’ specific requests. The internal know-how provided by Legal, Tax or Global Financial Institutions Departments and integrating this with senior GSS employees vast expertise in the market was highly appreciated by the clients. In case specific solutions are required, these are always pre-confirmed with the market authorities.
- Remote issuers’ GSM’s with electronic votes accepted; electronic documents and signatures accepted in many cases in relation with authorities (eg. electronic residency certificates accepted starting from 1 January 2021).
- UniCredit Bank continuously adapts its systems and regulations according to changes required by EU regulations.
- UniCredit Bank GSS representatives are active in working groups and market practice users’ groups with the aim of supporting clients’ interests, clear legal framework, and simplified processes.

COMMITMENT TO BUSINESS UniCredit GSS in Romania is highly committed in delivering securities services governed by strong risk monitoring rules and complying with the market regulatory framework.

Our commitment to the GSS business is underpinned by the following:

- UniCredit GSS Romania has established and maintains active relationships and dialogues with local market entities and leads numerous initiatives as well to support clients’ needs
- GSS’ understands and maintains flexibility in order to support specific client needs
- Focusing on staff management as a key driver for the sustainability of remaining a committed service provider
- Continuously enhancing IT systems to standardising operational capabilities and service levels

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

With the support of the Romanian Banking Association and together with other active local custodian banks, UniCredit GSS underlines its expertise through continuous involvement in legal and procedural market proposals and amendments.

GSS Romania is the advocate of its clients in local initiatives in the fields of:

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
Romanian Banking Association – Capital Markets and Treasury Commission	Active participation in market working groups, such as: Investors Compensation Fund procedural amendments, setting up a proper Guarantee Fund for settlement at the Central Depository level.
SaFIR Users’ Committee	UniCredit Bank is taking an active part in the national users group and provides regular feedback for the projects launched by the National Bank of Romania such as upgrade of the Depository for government bonds (SaFIR) system covering the CSDR requirements (changing of messages structure, settlement tolerance, penalties, instructions recycling etc.), ISO connectivity 20022 and completion of CSDR implementation.

MARKET ADVOCACY

Achievements in market advocacy	Benefit to clients/industry
<ul style="list-style-type: none">• UniCredit Bank Romania is an active voice of expertise amongst custodians in the market. Acting as such, we invest our efforts in using market advocacy powers in favour of our clients. Examples of topics in which UniCredit Bank was deeply involved by its active participation in working meetings, proposals and testing:• CSDR implementation with regards to settlement discipline with emphasis on the penalties regime in relation with the Central Depository• Redesign of the Guarantee Fund held by the Central Depository with the aim of risk management measures for the settlement of the trades including, as a concept, the adaptation of size and calculation formulas, in order to better support market needs.• CSDR implementation at SaFIR, the depository for government bonds (implemented in July 2022).	<p>Clients' interests are made public to market representatives with the aim of reducing currently existing extensive administrative processes and to increase efficiency.</p> <p>Conducting clients' visits with market authorities</p> <p>Accommodate clients' needs and requirements by complying with the market regulations and specificities and minimizing the risks on clients' assets and operations</p>

CONTACT



“Clients can count on an outstanding team working in a thriving environment giving birth to optimal solutions.”

Viviana Traistaru
Head of Global Securities Services Romania
UniCredit Bank SA
Tel. +40 732 440 757
viviana.traistaru@unicredit.ro



Serbia:

UniCredit Bank Serbia JSC

Client satisfaction driven by service excellence and true partnership

LOCAL GLOBAL SECURITIES SERVICES (GSS)

As the first choice provider for global custodians and international broker-dealers, UniCredit Bank Serbia JSC remains the undisputed leader in providing securities services in the local market. By combining our in-depth market knowledge with international industry standards and expertise, we offer our clients outstanding service and tailor made solutions.

KEY FINANCIALS

UniCredit Bank Serbia JSC is the clear number one custody provider in the Serbian market.

The Bank is the most commonly used gateway to the Serbian market for foreign investors investing in local securities, including Serbian Government bonds.

Clients also benefit from the bank's overwhelming market share in local FX trading (interbank, non-resident, resident segments), correspondent banking services, as well as trading with Government securities.

GSS Serbia in numbers:

- Market share:
 - approx. 85% in terms of international investors (global custodians and broker-dealers)
 - 62% in terms of depository services for local investment funds
 - No. 1 in terms of securities settlement turnover in local market according to CSD data
- New mandates won/clients retained: 6 mandates won in 2022
- Staff: UniCredit GSS Serbia staff is comprised of nine committed, flexible and well-trained professionals with the most comprehensive and longest market experience in the custody business in the country. A unique quality of the team is its local market expertise combined with adherence to international standards. Custody employees (including management) are constantly participating in internally and externally organised courses, exposing them to new business challenges and thus allowing them to build upon their skills.

KEY CAPABILITIES

One stop shop for a comprehensive range of services required by custody clients including tax representation services, cash management, FX trading, securities trading, etc.

GSS Serbia offers a full range of core services including:

- Custody and clearing services in the Serbian market for all financial instruments
- Worldwide global custody services for domestic clients
- NAV calculation and depository services for local funds
- Support for structured deals
- Market Intelligence

Additionally, unique and value added services include:

GSS Serbia service offering	Benefit to clients
Local tax representation services	Unique in-house solution for a complicated local tax procedure that reduces clients' costs and administrative burden, speeds up account opening process and enables more efficient reporting to the local Tax Authority.
Client specific account structures and customised reporting	Tailor-made solutions to fit client needs
Deep market knowledge combined with UniCredit Group's know-how. Experienced professional team fully dedicated to providing top quality services to clients	Proactive approach to problem resolution and short turn-around time
Good relationship with local issuers	Efficient corporate actions risk mitigation
Strong market advocacy power and market influence	Increase of shareholders rights, reduction of market complexities and introduction of internal best practices, lower operational risk.

CUSTOMER SERVICE

Our excellence in customer service is best described by our clients: liaising with the Tax Authority in client's best interest, providing detailed responses in a very short timeframe, proactive advices and professionalism during complex transactions/migrations, doing our best to process instructions received after deadline, market advocacy efforts, etc.

GSS Serbia maintains the highest level of services tailored to different client segments and to their needs, proven by:

- Long-term relationships with over 90% of its clients
- Numerous industry awards
- Market knowledge center (e.g. reviews of Thomas Murray reports, consultations provided to non-clients etc.)
- Premium Banking type service achieved by:
 - Exceeding client expectations
 - Acting in our clients' best interests – we use every opportunity to reach out to the issuers, market infrastructure, regulators or Tax Authority to support our clients' interest.
 - Delivering proactive solutions to meet client-specific needs
 - Constant high service quality level

Competitive advantage	Benefit to clients
Highly experienced people with true understanding of clients' needs	Delivery of solutions adjusted to clients' needs
Efficient organisational structure – both relationship and operational areas being under the same management	<ul style="list-style-type: none"> • Quicker, leaner decision-making process. • Shorter response time. • Greater flexibility in meeting clients' needs.
Local tax representation services	Unique in-house solution for a complicated local tax procedure that reduces clients' costs and administrative burden, speeds up account opening process and enables more efficient reporting to the local Tax Authority.
Central support from the Group, as well as from the local Compliance, Legal and Tax teams	Support for clients in dealing with Compliance, Legal and Tax matters.
Continuous enhancements to the Group custody system BACS in order to standardise operational capabilities and service levels throughout all UniCredit GSS markets	The system brings distinctive benefits in terms of best-practice sharing, quality of service, operational risk management, business and product development and contingency
Good relationship with local issuers	Efficient corporate actions risk mitigation
Strong advocacy power and market influence	Increase of shareholders rights, reduction of market complexities and introduction of internal best practices, lower operational risk.

COMMITMENT TO BUSINESS

Our mission is to provide superior quality securities services through our commitment and local expertise and leverage on our local presence to provide benefits for our clients.

Our commitment to the GSS business is underpinned by:

- Enrolment of modern, state-of-the-art custody system up-to-date with the latest industry standards and regulation, offering additional benefits to clients of UC .
- Continuous training of staff with regular trainings organised within the Bank and annual trainings organised by the Central Team.

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

- UniCredit is strongly embedded in the local market. It is recognised by the market infrastructure, as well as market regulators for its knowledge of international industry standards. In our role as sub-custodian, we are the voice of the international global custody and the broker-dealer community in the Serbian market, proposing developments for the benefit of our clients. Our latest achievements in market advocacy refer to: simplified communication and documentation flow between investors, GSS Serbia and the market infrastructure advocating for local CSD system that would integrate higher level of operations risk mitigation standards. On top of ongoing lobbying efforts, during 2022, a major focus was put on achieving **full STP communication in the market**, proposal for abolishment of capital gain tax for nonresidents and garbage accounts for securities with no market value etc.

GSS Serbia is an advocate for its clients in local/global initiatives in the fields of:

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
<p>Association of Serbian Banks The most important association for market advocacy in banking industry. UniCredit Serbia is a member of the ASB Board of Directors and various committees and working groups operating within ASB including:</p> <ul style="list-style-type: none"> • Committee for Development of Financial Markets • Tax Committee • Compliance Committee • Custody business related working group etc. 	<p>Our efforts are focused on:</p> <ul style="list-style-type: none"> • Centralised source of corporate actions information • Introduction of general power of attorney for proxy voting. • Initiative for simplification of local tax procedure with ultimate goal of abolishing capital gain tax for non-resident investors. • Mandatory announcement of dividend pay date.
<p>Chamber of Commerce and Industry of Serbia National association of all Serbian businesspeople, which serves the best interests of its members and the Serbian economy. Defined by the Law as an association of companies and entrepreneurs. Key commitment is to make Serbia visible as a market economy country, with investment opportunities, open borders, and ready to join the European trends in a competitive way.</p>	<p>Latest actions are focused on:</p> <ul style="list-style-type: none"> • Introduction of full STP in the market (SWIFT communication between local CSD and its members required) • Enhancement of local CSD system for reduction of operational risk • Mandatory verification of RF transactions by local receiving agent • Dormant accounts • Garbage (dumpster) accounts
<p>Foreign Investment Council UniCredit Serbia is represented in various committees (e.g. Legal, Tax, Telecommunications & IT Committee, etc.)</p>	<p>Harmonisation of market regulations with international best practices.</p>
<p>CRHOV (local CSD)</p>	<ul style="list-style-type: none"> • Member of the CRHOV with the greatest turnover. • One of our major achievements was the issuance of the Three Point Declaration by the local CSD. This came as the result of the dialogue that we opened with the CSD and represents a first statement of this nature issued by the local CSD.
<p>National Bank of Serbia</p>	<p>Participant of NBS payments systems</p>
<p>Belgrade Stock Exchange</p>	<p>Belgrade Stock Exchange member</p>

MARKET ADVOCACY

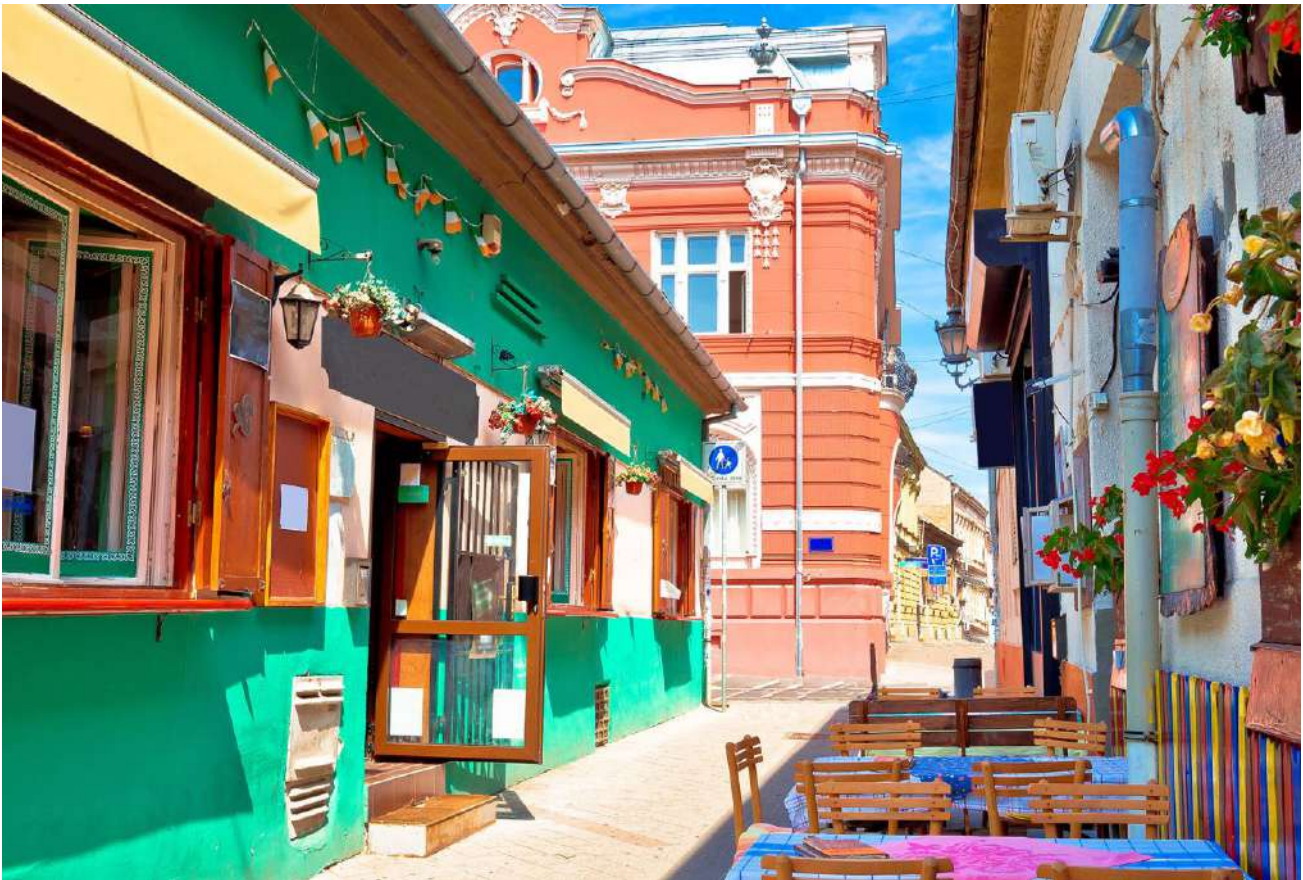
Achievements in market advocacy	Benefit to clients/industry
Introduction of dividend payment period	Shareholders will receive dividend within 6 months from the date when decision on dividends has been made. This is a big improvement compared to the prior practice of issuers to decide freely when to pay out dividends. In some extreme cases, dividends have been announced, but not paid to shareholders for several years.
Three Point Declaration issued by the local CSD for the first time ever	Meeting regulatory requirements of investors
Introduction of CSD as a source of information for shareholders meetings	Efficient communication of information on shareholders meetings, reduction of corporate action risk

CONTACT



“More than 20 years of extensive experience in servicing institutional clients in Serbian market, supported by strong market advocacy and IT investment, resulted in creating best industry solutions that reduce market complexities for our clients. Ambition to support our clients’ businesses by providing excellent service remains our top priority.”

Jasmina Janković
Head of Global Securities Services Serbia
UniCredit Bank Serbia JSC
Tel: +381 11 3021 382
jasmina.jankovic@unicreditgroup.rs



Slovakia:

UniCredit Bank Czech Republic and Slovakia, a.s., pobočka zahraničnej banky

Focused on clients' evolving needs and expectations

LOCAL GLOBAL SECURITIES SERVICES (GSS)

UniCredit Bank has been a renowned custodian on the Slovak market, providing focused custody services to a wide customer base of both domestic and foreign institutional clients since 1995. Since the cross-border merger with UniCredit Bank Czech Republic and Slovakia, a.s. we have been benefiting from synergies between both markets.

KEY FINANCIALS

Being one of the top custodians, UniCredit Bank is a strong player on the Slovak capital market.

GSS Slovakia in numbers:

- Market share: 9% – based on own estimation as no official statistics are available
- Leader in depository services for local pension funds (according to NAV) with 42% share in the market.
- New mandates won/clients retained: thanks to its undisputed service quality, UniCredit Bank managed to retain the long-lasting relationships with existing clients and has won a new client in the local insurance market in 2022.
- UniCredit staff: UniCredit Bank's clients are serviced by an experienced team of 7 GSS market experts with an average tenure of 10+ years' experience, combining deep market knowledge with UniCredit Group's regional expertise.

KEY CAPABILITIES

Being a combined entity, UniCredit Bank Czech Republic and Slovakia, a.s. allows us to share best practices, experience and knowledge between the Czech and Slovak GSS teams.

UniCredit Bank, as a universal commercial bank, provides a complete range of corporate and investment banking services to its clients, including securities services, treasury and cash management. We have more than 25 years of experience in providing custody services that are tailored to our clients' specific needs.

GSS Slovakia offers full range of core services including:

- Custody and clearing services in the Slovak market
- Worldwide global custody services for domestic clients
- Asset servicing: Corporate actions, Proxy voting, Income collection
- Tax relief at source services
- Market intelligence
- Settlement agent services for foreign primary dealers of Slovak government bonds and foreign traders on the MTS trading platform for Slovak government bonds
- Fund depository services for local pension, collective investment and real-estate funds

Additionally, unique and value-added services include:

GSS Slovakia service offering	Benefit to clients
Market advocacy activities in the best interest of clients	Cost savings, increased transparency, lower operational risk
Assistance with threshold monitoring & reporting	Lower administration effort; no interaction necessary with local issuers and regulator
Flexible account structure according to client needs and requirements	Tailor-made account structures offering the most efficient approach for clients within regulatory requirements
Intraday liquidity arrangements	Smooth settlement and cost efficiency
Primary brokerage services	Easy access to primary market of government debt securities

CUSTOMER SERVICE

Our excellence in customer service is best described by our clients:

- “I would like to thank you for the great collaboration during the year and the warm welcome at our Due Diligence meeting. It was great working together with you.”
- “We attach our thanks for the cooperation so far and we look forward to its successful continuation in the coming period.”

GSS Slovakia maintains the highest level of services tailored to different client segments and needs, proven by:

- Long-term relationships with more than 90% of clients
- High overall service ratings given by major clients
- Exceeding client expectations
- Meeting our clients’ highest expectations is our standard. UniCredit Bank’s team adopts an individual case-by-case approach to each of its client’s needs. Beyond the service levels agreed upon, we proactively monitor our clients’ thresholds, interact with the regulator and local issuers and give advice ensuring that all reporting requirements are fulfilled on time and in qualitative terms.

Premium Banking type service achieved by:

Competitive advantage	Benefit to clients
Efficient organisational set up – both operational and relationship areas are under the same management, smooth information flow, better response times, quick decision-making	Focus on client needs applied to end-to-end service delivery. Smooth information flow, leaner decision-making process, quicker response time, higher flexibility in meeting clients’ requirements
Premium customer service model – dedicated relationship manager and account manager, each with back-up, dedicated Global Relationship Manager	Fastest track to solutions on both global and local level
Highly skilled staff with average length of experience over 10+ years	Valuable know-how and extensive market expertise
Operations for securities services are done in GSS, therefore processes are closely monitored in the same organisational structure	High expertise, very good controls and risk mitigation, fast decision- and competitive deadlines

COMMITMENT TO BUSINESS

Extensive expertise and long track record of servicing international clients for more than 25 years.

Our commitment to the GSS business is underpinned by:

- Continuous enhancements to our technology infrastructure and processes proved by implementation of new custody system.
- Clients may benefit from favourable cut of times and the best effort basis approach toward settlement.
- Fair prices and good value for money are ensured by our pricing policy.
- Paperless approach fully implemented in daily operations as result of pandemic.
- Ongoing investment in our people to keep up our high level of expertise in changing conditions.

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

UniCredit Bank drives market changes in Slovakia. Its efforts and lobbying activities led to improvement in digitalization of services and processes of local CSD - Centralny Depozitar Cennych Papierov SR, a.s.,(CDCP), CSD enabled paperless approach and acceptance of electronically signed documents in several services and implemented new online communication system – CDCP Portal

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
<p>UniCredit Bank is an important and active participant in major committees and working groups such as:</p> <ul style="list-style-type: none"> • Slovak Banking Association – financial market committee, tax committee, legal committee • CSD Participants Committee 	<p>UniCredit Bank conveys investors’ concerns and ideas through market committees to the market’s regulators. We actively participate in working groups dealing with new market projects.</p>

MARKET ADVOCACY

Achievements in market advocacy	Benefit to clients/industry
CSDR SRD implementation project	<ul style="list-style-type: none">• Successful implementation of the penalties regime in the market by the local CSD Active participation in quarterly meetings organised by the local CSD, commenting/questioning rules/documents/technical-set ups led to the timely and smooth implementation of new procedures in the market.• Launch of new online communication system - CDCP Portal The digitalisation of CSD services is considered as one of the top priorities of CSD and CSD participants. The new system is accessible for the issuers of securities issues. In the future CSD plans further expand online services for other capital market participants.
Digitalisation of processes in local CSD	

CONTACT



“A challenging year, full of projects and initiatives testifies and once again proves strengths of Slovak GSS team.”

Richard Belyus
Head of Global Securities Services Slovakia
UniCredit Bank Czech Republic and Slovakia, a.s., pobočka zahraničnej banky
Mob: +421 907 752 355
richard.belyus@unicreditgroup.sk



Slovenia:

UniCredit Banka Slovenija d.d.

Excellent service with in-depth knowledge and proactive lobbying

LOCAL GLOBAL SECURITIES SERVICES (GSS)

UniCredit Banka Slovenija d.d. is the first and the biggest custody service provider in the market, providing services to the majority of foreign financial institutions in Slovenia. We have been offering custody services to foreign clients since 1996, to local clients from 1999 and to funds since 2004. We are proud to be the first choice for market entrance for global custodians and international broker-dealers, as well as for local banks and insurance companies.

KEY FINANCIALS

GSS Slovenia is servicing most of the world's major Global Custodians, International Banks, Broker-dealers, ICSDs and Financial Institutions, as well as local Insurance Companies, Broker-dealers, Pension Funds, Banks, and Corporates. Our market share in terms of Assets under Custody held on the Slovenian market for foreign investors was 36% as of 31 December 2022.

GSS Slovenia in numbers:

- Market share (AuC): 36% on foreign client segment
- New mandates won/clients retained: We onboarded two foreign clients.
- Number of clients: We service the highest number of foreign clients, including most of the world's major custodians present on the Slovenian market. Our clients include Global Custodians, ICSDs, Broker-dealers, Corporates, Banks and other Financial institutions. Our local clients are Insurance Companies, Broker-dealers, Pension Funds, Banks and Corporates. We distinguish ourselves from the competition by offering an extensive range of core and value-added services in line with international standards, by combining long-term experience with in-depth knowledge of the local market and our flexibility to meet our clients' specific requirements.
- Staff: UniCredit GSS Slovenia staff is comprised of 9 committed, flexible and well-trained professionals. The average length of staff experience is more than 9 years for GSS operations, while the Head of GSS Slovenia and Relationship Managers have on average of more than 17 years of experience working in the custody industry. Several members of the GSS staff have prior work experience in other areas of the bank, such as Treasury, Brokerage, Payments and Retail. Regular participation in internal and external training programs, workshops, conferences and similar events ensures the further development of the skills of employees. Local market expertise, combined with adherence to international standards, comprehensive and long-lasting market experience and practices in the custody industry is a unique quality of the team. This background reflects positively in the quality of services provided to clients.

KEY CAPABILITIES

GSS Slovenia offers a full range of core custody services, with additional value-added services including various tailor-made statistical reports, monitoring of significant ownership stakes and assistance in the reporting of crossing significant ownership thresholds.

Our long presence in the market and large international client base gives us a distinct advantage when advocating with local authorities.

GSS Slovenia offers the full range of core custody services in both local and foreign markets, including:

- Account opening; flexible account structure – omnibus vs segregated
- Safekeeping of dematerialised securities issued in local CSD
- Settlement
- Corporate actions
- Income payments: dividends, interest, redemptions
- Tax services: full range of services available in the market are provided to clients (all types of relief at source and reclaims)
- Proxy: full proxy service (with physical attendance on the meetings)

Additional value added services include:

GSS Slovenia service offering	Benefit to clients
Monitoring of significant ownership stakes and assistance in the reporting of crossing significant ownership thresholds in the local market	Report is done by UniCredit Slovenia and not by the client (if POA is in place with the bank)
Statistical reporting (MIS reports, account reports)	Enabling the client to monitor instruction efficiency rates and account activity/status
IPO processing on the local market	Assisting clients in gathering information related to IPO's (communication with the CSD and authorised brokerage house responsible for the IPO placement)
Deep market knowledge combined with UniCredit Group's know-how; experienced professional team fully dedicated to providing top quality services to clients	Short turnaround time in meeting clients' needs and fast problem-solving abilities
Excellent relationship with local authorities	Strong advocacy power and market influence due to long presence on the market and knowledge of clients' needs

CLIENT SERVICE

Our excellence in customer service is best described by our clients:

- "Excellent knowledge of local market"
- "We appreciate very much the good response time of your teams"
- "Interactions with UniCredit have been positive and their assistance and hard work is much appreciated"
- "Professional handling of the overall relationship"

Operational inquiries are consistently answered accurately, effectively and in a timely manner (<24 hours). Our staff is flexible, prioritises client needs and has a proactive approach towards the business.

GSS Slovenia maintains the highest level of services tailored to different client segments and to their needs, proven by:

- A strong focus on clients
- Risk management and mitigation with implementation of the GSS Risk Policy
- Regular annual audits according to ISAE 3402 international standards
- Important industry awards

Premium Banking type service achieved by:

Competitive advantage	Benefit to clients
Efficient organisational structure (i.e.: relationship and operational areas being under the same management)	Quicker, leaner decision-making process
New custody platform, BaNCS, implemented in 2022; the new platform is used on the Group level in order to standardise development, operational capabilities and service levels throughout all UniCredit GSS markets	The new platform brings distinctive benefits in terms of reduction of IT complexity, ISO20022 compatibility, flexible and highly adaptable solutions and further service improvements, as well as best practice sharing, operational risk management, business and product development and contingency.
Central support from UniCredit Group as well as from local Compliance, Legal and Tax teams	Support and expertise in Compliance, Legal and Tax matters – mitigation of legal and operational risks

- Exceeding client expectations
- Level of market knowledge and expertise within global and local relationship management teams
- Knowledge, effectiveness, and flexibility of operational staff
- Proactivity, responsiveness, timeliness and quality of responses to inquiries
- Responsiveness to and resolution of issues that are escalated

Our mission is to provide superior quality securities services through our commitment and local expertise.

Our commitment to the GSS business is underpinned by:

- Strong advocacy power due to local market expertise and good knowledge of our foreign clients, which allows us to represent them and influence any major decisions which can have an impact on the banking or capital market sector. This is achieved through our membership in all major committees and working groups on the Slovenian market.
- Continuous IT system enhancements in order to standardise operational capabilities and service levels throughout UniCredit GSS markets.

KNOWLEDGE OF LOCAL REGULATIONS AND PRACTICES

UniCredit participates in the following working groups: Ami SeCo at the Central Bank, National Market Practice Group, Committee for B/O and Custody at the Slovene Banking Association and heading the Working Group for the Harmonisation of Corporate Actions at the Central Bank. Various capital market regulations (Companies Act, Markets in Financial Instruments Act, Takeover act, Book Entry securities Act, Prevention of Money Laundering and terrorist Financing Act) were changed or adopted with input and comments from UniCredit via various working groups and market initiatives.

GSS Slovenia is the advocate of its clients in local initiatives in the fields of:

MARKET REPRESENTATION

Memberships in the market	Importance/achievement of the representation
<p>UniCredit Slovenia is a participating member of:</p> <ul style="list-style-type: none"> • CSD, Bank Association of Slovenia • Working Group for Harmonisation of Corporate Actions • AmiSeco group • Custody Committee with the Bank Association of Slovenia 	<p>Fiduciary account structure is fully recognised in the Slovene market (tax procedure, proxy voting is set up), T2S CA Group/establishing standards for CA and settlement instructions – our know-how was instrumental in the implementation of CA processes by the CSD, including the improvement and simplification of the CSD Fee Schedule.</p>

MARKET ADVOCACY

Achievements in market advocacy	Benefit to clients/industry
<p>Successful lobbying for the implementation of proxy voting registration through the CSD</p>	<p>Clients are no longer required to provide documents (signed Proxy and Registration forms, ASL) for registering participation to general meetings via proxy when instructing via ISO 20022 standard messages.</p>
<p>Ongoing lobbying with the CSD to include support for additional fields in SRD II disclosure messages</p>	<p>Clients or their third party providers will no longer have their disclosure response messages rejected.</p>
<p>Ongoing lobbying with the CSD to enter new ISIN codes (primary issue of government debt) in CRVP system sooner than the current established process</p>	<p>clients will no longer have their instructions to settle primary issue rejected due to late entry of the relevant ISIN in the CSD records.</p>

CONTACT



“Every day is different; always new challenges, new requirements, new regulations... This makes work interesting.”

Jana Badovinac Žunek
 Head of Global Securities Services Slovenia
 UniCredit Banka Slovenija d.d.
 Tel. +386 1 5876 452
jana.badovinac-zunek@unicreditgroup.si





UniCredit Bank S.p.A.
Client Solutions



Online
unicreditgroup.eu/clientsolutions