



Q&A – Hauck Aufhäuser Lampe

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Hinweis: In Einzelfällen kommen Ihre Betreuer:innen auf Sie zu, sofern sich für Sie Änderungen ergeben, die über die nachfolgenden Themen hinausgehen.



Technical migration

1. [What does the technical migration mean for clients?](#)
 - The technical migration on August 1, 2022 implies that all customers will be migrated to the same IT systems. This exclusively concerns former BHL clients.
 - We will make the transition as pleasant as possible, and you will notice as little as possible.
2. [What happens to my bank account number?](#)
 - As a rule, your account numbers (IBAN) for current payment transactions do not change. Account holders affected by a change have been informed separately.
3. [Will the "BIC" change?](#)
 - Payments through and to Hauck Aufhäuser Lampe Privatbank AG will be sent with the "BIC" HAUKDEFF in the future. Therefore, we kindly ask you to adjust the "BIC" accordingly.
 - For payments you send to the bank, the BIC HAUKDEFF should also be used, although payments using the BIC LAMPDEDD can also be processed until further notice.
4. [Will I receive another account statement before the technical migration?](#)
 - You will receive a free statement for your accounts by the deadline of 07/31/2022.
5. [Does the technical migration have an impact on my fee statement and/or charge statement?](#)
 - If you have agreed a quarterly or annual statement for your current account, your account statement will consist of two closing entries at the next date: One closing entry contains the interest and charges from 01 July to 31 July 2022, the second closing entry all interest and charges from 01 August 2022.
 - Of course, you will not suffer any disadvantages with regard to the total costs and the value date of the bookings. The same procedure applies to statements of charges.
6. [Will my client or custody account number change?](#)
 - You will receive a new deposit number (as well as a new client number). In the meantime, client vouchers may show the new and old numbers.
7. [What do I have to consider for receipts?](#)
 - After the technical migration, the old BHL custody account number - if available - will still be displayed on your securities statement and on custody account statements for a transitional period. The new deposit number will of course also be displayed and is only relevant for transactions.
8. [Are there any restrictions on trading activities around the technical migration?](#)
 - Please note that in order to avoid open orders by portfolio management, no US orders will be accepted after 6pm on the last trading day before migration (on 29 July 2022).
9. [In what form will I receive invitations to general meetings in the future?](#)
 - In future, you will receive the invitations to the Annual General Meetings as a separate letter for ordinary and preference shares per ISIN. Previously, as a customer with ordinary and preference shares in the securities account, you received only one letter.

Service & Produkte

10. [Will my relationship manager remain the same?](#)
 - Yes, your contact persons remain the same and are available to you at all times.
11. [Will the telephone numbers of the consultants remain the same?](#)
 - Yes, the telephone numbers will remain the same for the time being - this will most likely change with the technical migration.
 - We will inform you about this in good time.



12. Will all locations remain unchanged?

- The new bank will continue to operate at all of its current locations. Regional proximity to our clients is very important to us. We will continue to be represented at the following private banking locations: Berlin, Bielefeld, Bonn, Düsseldorf, Frankfurt am Main, Hamburg, Cologne, Munich, Münster, Osnabrück, Stuttgart.
- At the locations where we have several branches, we will merge the premises. We will inform you about this in good time.

13. What will change in clients communication (reporting, research reports ...)?

- Hauck Aufhäuser Lampe sees itself as a modern, innovative and pragmatic, albeit still traditional company.
- That's why we combine the existing with the new. In concrete terms, this means that all your reports, publications, etc. will remain unchanged on both banking sides for the time being.
- Over time, we will check where synergies exist and which content meets your requirements. We will then optimize the content accordingly.

14. What product range will HAL offer in the future?

- Our vision of becoming the leading entrepreneurial private bank for high net worth individuals and entrepreneurs guides our daily work.
- First and foremost, we will continue to offer the range of products and services we have today. At the same time, we are open to innovations such as digital assets that offer our clients added value.
- Progress means that we regularly review our offering and consistently develop it further to provide suitable solutions for our clients. We will continue to do this.

15. Who will take over asset management for Hauck Aufhäuser Lampe in future?

- Lampe Asset Management strengthens the company's expertise in the area of liquid asset management, which was already particularly pronounced through the minority shareholding in H&A Global Investment Management (HAGIM).
- In order to concentrate this expertise even more strongly while continuing to offer the best possible investment service, Hauck Aufhäuser Lampe has decided to bundle the asset management activities in the course of the year within Lampe Asset Management GmbH as the central asset manager.
- The portfolio managers of HAGIM who have been responsible up to now will then also transfer to LAM and continue to manage the mandates there for our clients as usual.
- For our clients, the bundling of liquid asset management in LAM means that your proven portfolio manager will have even more resources available for the portfolio management of your portfolio in the future.
- Until then, Hauck Aufhäuser Lampe will continue to work with both asset managers.

Questions on Organization

16. Will HAL's strategy change? Will the existing business areas remain in place?

- Three main areas of growth and investment have been identified as part of Strategy 2025: Asset Servicing, Private and Corporate Banking (including the lending business) and Asset Management. In all three growth areas, we are focusing on both liquid assets and real assets.
- The successful integration of Bankhaus Lampe is a key cornerstone and success factor for the implementation of this strategy.
- In addition, we will invest a fixed proportion of our earnings in the development of new products (e.g., in the area of digital assets) and the continuous improvement of our clients' experience through a seamless interplay of digital and personal advice.



17. What is the new organizational structure and the composition of the Management Board?

- Michael Bentlage as CEO is responsible for Asset Management and Investment Banking as well as central corporate functions, Oliver Plaack is in charge of Private and Corporate Banking, Madeleine Sander is responsible for Growth, Innovation and Transformation, Dr. Holger Sepp for Asset Servicing and Robert Sprogies for all back office areas.
- In this team, we bring together perfect expertise and experience, but also a spirit of innovation and, above all, a passion for our clients.

18. What is the strategic planning in the company?

- Our strategic planning up to 2025 envisages a continuation of the growth course we have embarked upon in recent years.
- Here, we are focusing in particular on growth in our fee and commission income, while we expect a stable sideways movement in the interest area. In addition, we will comply with all regulatory ratios.

19. Where can I find financial ratios for HAL?

- <https://www.hal-privatbank.com/en/the-bank/about-us/investor-relations>

20. How is the Bank positioned in terms of sustainability?

- The ESG function is anchored in an independent Board department.
- Together with the Group-wide ESG Committee, the implementation of the strategy is ensured along the three pillars - market, regulatory, organization - in order to meet the challenges appropriately and continuously.
- We are continuously expanding our customer offering to include sustainable products and services and are regularly recognized for this by well-known providers.
- In 2021, we launched a preliminary #netzerobank study to survey our carbon footprint. This will enable us to further reduce & offset operational emissions.
- We promote #genderdiversity through membership of the "Fondsfrauen" network and offer comprehensive ESG training and an employee advisory service (eAP).
- Our social and cultural commitment is bundled in the cultural foundation (HAKS). Our other donations benefit charitable organizations.
- We are a participating company in the UN Global Compact, which underlines our commitment to good corporate governance. Strategic decisions are subject to an internal ESG check. Guidelines on money laundering prevention, anti-fraud and data protection are part of our compliance framework.

Questions on Fosun

21. As the owner, how much influence does Fosun have on strategy and operations?

- The bank's strategy is set by the Board of Management and approved by the Supervisory Board. Fosun does not intervene in the bank's operations. Exchanges with Fosun therefore essentially take place via the usual bodies of a stock corporation.
- Consequently, Fosun is not to be found in the clients business and accordingly does not exert any influence.

22. What information does the new owner receive about me as a client? How secure is my data?

- Hauck Aufhäuser Lampe is subject to the supervision of the regional authorities and the corresponding regulations, which is why Fosun also has no access to our clients' data.

23. What is the role of the China Desk?

- Our China Desk department serves as a platform to develop cross-selling potential between Germany and China. Hauck Aufhäuser Lampe has established a subsidiary in Shanghai and



Nanjing and a representative partnership in Hong Kong to serve local needs in wealth management and corporate finance in China as well as asset services.

- The focus is on the needs of private, corporate and institutional clients in China and Europe. In this context, Hauck Aufhäuser Lampe offers access to European markets. Thus, the China Desk forms a bridge between China and Europe. For more information please click here: <https://www.hal-privatbank.com/das-bankhaus/unser-china-desk>

Online Banking

24. Can I continue to use Online Banking and Multicash as usual?

- The EBICS/Multicash and HBCI/FINTS applications will remain unchanged.
- After the technical migration, we will gradually write to the web banking users to transfer them to the new joint online banking.
- Of course, you will still have access to your data in your previous online banking for a certain period of time after the changeover.

25. Where can I find my Online Banking?

- We have created a common entry page for all of you where you can find all the information about our Online Banking services: <https://www.hal-privatbank.com/private-corporate-banking/online-banking>. From here you can access your usual Online Banking.
- Former BHL clients can access the page via the following link: <https://www.bv-activebanking.de/onlinebanking-hal-privatbank/#/login>
- Former H&A clients can access the site via the following link: [https://onlinebanking.hauck-aufhaeuser.com/hauckaufhaeuser/abaxx-?\\$part=Welcome](https://onlinebanking.hauck-aufhaeuser.com/hauckaufhaeuser/abaxx-?$part=Welcome)

26. Where can I get more information about my online banking?

- Former BHL customers can access the site via the following link: <https://www.hal-privatbank.com/private-corporate-banking/online-banking/bankhaus-lampe>
- Former H&A customers can access the site via the following link: <https://www.hal-privatbank.com/private-corporate-banking/online-banking/hauck-aufhaeuser>

27. Where can I find access to my credit card transactions?

- Access is also available here: <https://www.hal-privatbank.com/private-corporate-banking/online-banking>
- Alternatively, you can also log in directly via the following link: <https://asp2.paybillag.com/Willkommen?brandID=G00100&providerID=G00100>

28. Who can I contact with technical questions about Online Banking?

- exH&A: For general questions about Online Banking, please contact us during business hours at +49 (0) 69 2161-1112.
- exBHL: For general questions about Online Banking, please contact us during business hours at +49 521 582-1112. (Blocking hotline: +49 521 582-1177)

Website

29. What is the new website link (URL)?

- <https://www.hal-privatbank.com/>

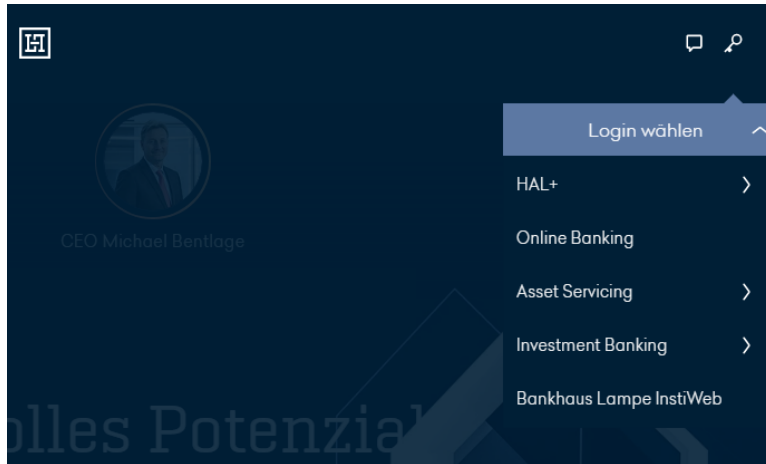
30. What will happen to the Bankhaus Lampe websites?

- Bankhaus Hauck Aufhäuser Lampe (HAL) will have a joint website in the future. The website of Lampe Asset Management (LAM) has also been integrated.
- The websites of BHL and LAM will be switched off in January. You will then find all information consolidated at: <https://www.hal-privatbank.com/>



31. Where can I find the InstiWeb?

- As a former BHL clients, you can access your InstiWeb as usual via the home page of the website:

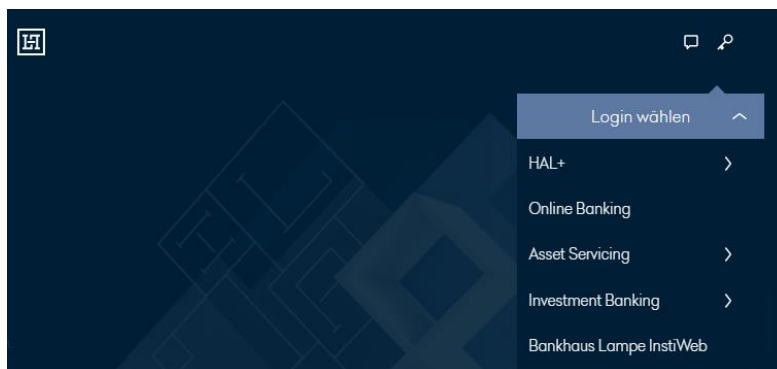


32. Where can I find the premium area?

- From now on, the premium area can be found under the term HAL+ and is also available to you with your usual login data.

33. Where can I find other logins?

All logins are accessible via the key symbol on the start page and with your usual login data.



Other

34. On which social media channels can I follow HAL?

- LinkedIn HAL: <https://www.linkedin.com/company/hauck-&-aufhaeuser/>
- LinkedIn Asset Servicing: <https://www.linkedin.com/showcase/hauck-und-aufhaeuser-asset-servicing?originalSubdomain=de>
- Facebook: <https://www.facebook.com/Privatbank1796/>
- Twitter: <https://twitter.com/privatbank1796>
- Instagram: <https://www.instagram.com/privatbank1796/?hl=de>
- YouTube: https://www.youtube.com/channel/UCGY3IVOOj_EmQ_dVj7rEaiw
- Xing: <https://www.xing.com/pages/hauck-aufhaeuser>
- Kununu: <https://www.kununu.com/de/hauck-und-aufhuser>

35. Who do I contact for general questions?

- info@hal-privatbank.com
- feedback@hal-privatbank.com
- We usually respond within a few hours.