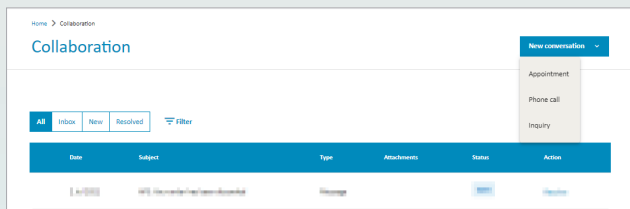




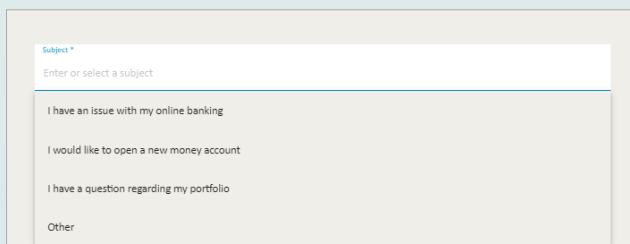
# Kaiser Partner E-Banking Collaboration

The collaboration function allows you to contact your relationship manager at Kaiser Partner Privatbank. You can request an appointment, a phone call, or send a message. These messages are encrypted, unlike conventional e-mails.

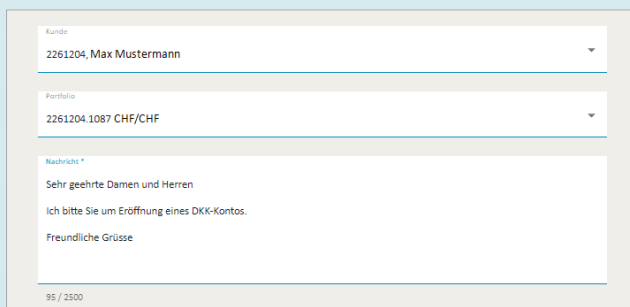
- 1 To enter a new message, click on **«Collaboration»** in the main menu.
- 2 Click on **«New conversation»** and select one of the three message types (Appointment, Phone call, Inquiry).



- 3 Please enter a subject or choose a topic in the dropdown menu.



- 4 Please choose the related client and portfolio for your inquiry and enter your message.

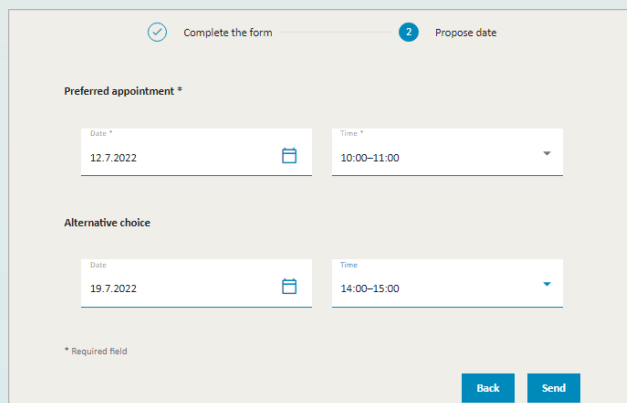


- 5 If required, you may also add documents to your inquiry by dragging the files to the **«Upload file»** section.

You can upload most common file formats like pdf, ppt(x), doc(x), xls(x), gif, png, jpeg, bmp, zip, rar. with up to 10 MB. Please ensure that the file name does not contain any special characters.

When requesting an appointment or a phone call, please select your preferred date and time in a second step.

Please note that we cannot accept any trading orders via the collaboration function. Please enter your trading orders via the menu item **«Trading»**.



- 5 Click on **«Send»** to submit your request. Your relationship manager will contact you as soon as possible. On business days, the processing time is usually less than 24 hours.

## Support Intermediaries

+423 237 83 33  
clientservices@kaiserpartner.com



## Support Private Banking

+423 237 80 80  
pb@kaiserpartner.com