

INFORMATION AND QUESTIONNAIRE

Before you start completing the questionnaire, we ask you to carefully study the "Frequently asked questions" below and the instructions on page 3 of the questionnaire. By doing so, you can avoid unnecessary requests for additional information which would cause a delay in the process.

Please print the entire document. Fill out the questionnaire, sign it and send it in original by postmail to the address mentioned on the last page.

The basic processing fee amounts to CHF 100 (payable by transfer to the bank-account below-mentioned or by enclosing cash; no check please).

Bank:	Nidwaldner Kantonalbank, 6371 Stans (BIC/Swift: NIKACH22)
IBAN:	CH08 0077 9000 2544 3310 0
Beneficiary:	Schweiz. Bankenombudsman, Bahnhofplatz 9, 8001 Zürich

FREQUENTLY ASKED QUESTIONS

What kind of assets are subject to the search?

All kinds of assets without contact (savings books, accounts including numbered and pseudo-nym accounts, custody accounts, safe-deposit boxes) with banks in Switzerland with a value of at least CHF 500.-.

When do assets become without contact?

As soon as a bank ascertains that contact with the customer and his or her proxy has been lost:

- If the bank's mail can no longer be forwarded to the customer.
- In the case of hold mail, savings books and safe-deposit boxes, if the bank has concrete information that the customer has died - however at the latest 10 years after the last contact with him or her or his or her proxy or heirs.
- In the case of e-banking, at the latest when there has been no contact (i.e. log-in) for three years.
- If the bank's possible attempts to restore contact have failed.

If an independent asset manager or investment advisor informs the bank that his business relationship with the customer is without contact, it will also be considered to be without contact for the bank.

Please complete clearly and in block capitals

How does the bank handle assets without contact?

The bank must report the asset holder's data (including eventual proxies) to a centralised databank to which only the Swiss Banking Ombudsman's Central Claims Office has access.

What is the Central Claims Office's task?

On the basis of the information provided in the questionnaire and the documents submitted, the Central Claims Office examines whether the claimant is entitled to the search. If yes, the query is entered into the centralised databank and the claimant is informed about the (preliminary) result.

Why can the result be preliminary only?

Because of the different criteria set for different assets for reporting to the centralised databank (see above: *When do assets become without contact?*), a banking relationship might not yet have been reported to the system when the Central Claims Office does the query. Depending on the type of assets and mailing instructions, the report from the bank to the centralised databank might only take place 10 years after the search by the claimant.

What happens if assets are recognised by the bank as being without contact only after the query has been entered into the centralised databank by the Central Claims Office?

This case is covered by the system. The centralised databank reports to the Central Claims Office if a name previously searched for is later reported by a bank.

What claimants should observe!

- The names of the presumed asset holder have to be listed as completely as possible.
- Any change of address of the claimants should be reported to the Central Claims Office in order to ascertain that they can be contacted if necessary.

Please complete clearly and in block capitals

QUESTIONNAIRE

FOR THE SEARCH OF ASSETS WITHOUT CONTACT WITH BANKS IN SWITZERLAND

- The questionnaire has to be completed in block capitals, clearly legible and as accurately as possible. We will not consider hardly legible questionnaires and return them.
- If more than one entitled person want to initiate the search, we kindly ask that one of them only corresponds with us as attorney-in-fact. Other entitled persons can be listed on page 6.
- Representatives of claimants (e.g. lawyers, executors) must enclose a power of attorney (original or certified copy) or similar legitimisation.
- You have to complete additional pages 5 and 6 for each presumed bank-customer whose assets you want to search for.
- You have to provide copies of official documents proving your legitimisation. Do not send originals unless you are requested to do so.
- Documents must be in English, German, French or Italian. Documents in other languages must include translation.
- Only questionnaires with an original signature on page 7 will be processed. Therefore, do not forward the completed questionnaire by fax.

Please complete clearly and in block capitals

1. Claimant person claiming rights to presumed assets

Mr.

Mrs.

Surname:

First name(s):

Maiden name:

Earlier names (if changed):

Date of birth:

Place of birth:

Nationality(ies):

single

married

reg. partnership

divorced

widowed

Address:

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Telephone (daytime) / Fax:

1.1. Representative of claimant

Please complete only if our correspondence should be sent to the representative. In that case, a power of attorney is absolutely required.

Surname:

First name(s):

Address for the correspondence:

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Telephone (daytime) / Fax:

.....

Please complete clearly and in block capitals

2. Presumed bank-customer whose assets you want to search for. Please indicate possible different spellings of the names.

Mr.

Mrs.

Surname:

First names in full:

Maiden name:

Earlier names (if changed):

Date of birth:

Place of birth:

Nationality(ies):

Date of death:

and/or

Year of presumed last contact with the bank:

single

married

reg. partnership

divorced

widowed

Last address:

Address last-known to bank:

Surname / Maiden name of spouse:

First name(s) of spouse:

Please complete clearly and in block capitals

3. Legitimation / Entitlement to inquire

Are you related to the presumed bank-customer? yes
 no

If yes, what is your degree of relationship?

If no, on what grounds are you entitled?

Do you know of other entitled persons? yes
 no

If yes, please complete:

Surname:	First name(s):	Degree of relationship to the presumed bank-customer:

4. What are the reasons for assuming that the presumed bank-customer had assets with a bank in Switzerland?

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Please use supplementary sheets for further information.

Please complete clearly and in block capitals

5. Enclosures

5.1. Documents required in every case:

- 5.1.1. Copy of a valid official document bearing photograph (i.e. passport, identity card) of the claimant
- 5.1.2. Power of attorney if a representative is appointed
- 5.1.3. Cash or copy of payment advice in the amount of CHF 100.-

5.2. Official documents proving legitimisation of the claimant

- 5.2.1. Copy of the presumed bank-customer's death-certificate, if available
- 5.2.2. Copy of the certificate of inheritance or similar document
- 5.2.3. Copy of the claimant's certificate of marriage
- 5.2.4. Copy of the claimant's birth-certificate
- 5.2.5. Other documents:

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I confirm that my statements are correct and will, if required, submit additional information, documentation, original documents or certified copies thereof.

.....
Place, date

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Surname

.....
First name

.....
Signature (original)

Return to:

Swiss Banking Ombudsman
Central Claims Office
Bahnhofplatz 9, P.O. Box
CH-8021 Zurich
Tel. +41 43 266 14 16