

FAQ – EXISTING CORNÈRTRADER BOL CLIENTS

1. What's changing with the new Cornèrtrader service?

Cornèrtrader is launching a new, more advantageous trading service that includes – in addition to a new, more powerful platform with new features – online payments and a debit card. As a result of this change, existing client accounts and their positions will also be transferred to the new platform.

2. Which devices does the platform work on?

The web platform is compatible with all major browsers. On mobile and tablet devices, the iCornèr App is required to access the platform.

3. When will the transition to the new trading system will take place?

Cornèrtrader clients with only cash or with cash financial positions (shares, ETFs, bonds, investment funds) will be transferred in batches from the second half of September 2024. Clients who are due to be transferred will be given notice well ahead of time.

Clients who also have options, futures, FX, stock CFDs and index CFDs in their portfolios will be transferred to the new platform in the months that follow.

4. How will I be notified about when and how my account will be transferred?

A notice will be sent to you before the scheduled account transfer date and you will also be notified in advance if you have non-transferable products. Exactly when you'll be contacted will vary depending on the type of asset class and deadline. However, we will be available to you if you have any questions or require clarification on anything.

5. Do I have to cover any costs for the transfer?

The transfer of positions from the old Cornèrtrader platform to the new one is free of charge. However, the normal trading commission will be charged for any positions you close. You would still have to cover the costs of transferring to a third party and/or closing the account.

6. How do I activate the new platform?

When transferring, you will receive a pop-up notification in the iCornèr App or on Cornèronline. Once you click this, you will be able to view your new account. If you've forgotten your login credentials, send us an e-mail at info@cornertrader.ch

7. How will my new account change?

You will be allocated a new account number and a new IBAN. These details will be visible within Cornèronline and the iCornèr App. However, the structure (base currency and any sub-accounts) will remain unchanged. Even if you have several accounts, you will still have these after the transfer.

8. How do I transfer my positions to the new platform?

Generally, for cash and non-derivative products, the transfer is automatic and, where possible, will take place during a weekend so as to limit disruptions. If you have any non-transferable positions, you will receive detailed instructions well in advance.

Shares, ETFs, investment funds and bonds

No action on your part is required, as the migration will be managed by Cornèr Bank.

For CFDs, the procedure is as follows:

- Stock CFDs: Positions of instruments also available for trading on the new platform will be transferred automatically by Cornèr Bank. In the case that some of your instruments are not available in the new investment universe, you will have until November 15, 2024, to close your positions. Otherwise, we will be forced to close them on your behalf at the market price.
- Index CFDs: These positions will not be transferred automatically. You will have to close your positions yourself on the current platform by November 15, 2024, and, if they are available in the investment universe of the new platform, you will be able to reopen them independently. After this deadline, we will be forced to close any remaining positions on your behalf at the market price.
- Commodity CFDs: These products will no longer be available on the new platform. Please close your positions by November 15, 2024. Otherwise, the Bank will close the positions on your behalf at the market price.
- For FX, FX options and forwards: FX positions will not be transferred automatically. You will have to close them yourself on the current platform by November 15, 2024, and, if available, reopen them on the new platform. FX rolling spots will be offered in the form of Forex CFDs, a similar product but with some differences in rollover and contract size. OTC FX options, FX forwards and Crypto FX will not be offered on the new platform for the time being. If you do not close these positions yourself by November 15, 2024, we will have to do it by the deadline.
- Futures and listed options: Futures and all listed options should be allowed to expire. We do not recommend opening positions with expiry dates beyond mid-November 2024. Instruments will be transferred according to the availability timeline on the platform, depending on the stock markets and the investment instrument universe – with the exception of commodities, which we plan to offer in 2025. Therefore, commodities positions must be closed by November 15, 2024.

9. Is it possible to have access to the new platform now in order to manage the closure of positions on the old system?

In order to facilitate the transition, a period of parallel operation of both the old and new platforms may be provided for some clients prior to the transfer for the sole purpose of managing the closure of listed derivatives. It will be the client's responsibility to ensure that they maintain the necessary liquidity and collateral in the two accounts to keep the positions open and avoid stop-outs.

10. Will there be lockout periods?

At the moment, we anticipate that only clients with stock CFDs in their portfolio may be subject to a one-day lockout period at the end of November 2024. In any case, you will receive a notice with all the necessary details well ahead of time.

11. How will corporate actions be managed?

Securities subject to a corporate action during the migration phase will be migrated at the end of the corporate action period to ensure they are managed correctly.

12. What products will be available for online trading?

Assets classes that can be traded online are:

- ETFs, ETPs, ETNs, ETCs
- Shares
- Stock CFDs
- Index CFDs
- Forex CFDs
- Futures, stock and index options on the EUREX, CME, OPRA and CBOT

We are working throughout 2025 to reinstate also commodities and bonds. You will receive updates as these products become available.

13. How can I view my bond and investment fund positions?

Bonds and investment funds will not be tradable on the platform for the time being, but positions can be closed by phone under the same trading conditions. If you have these kinds of products in your portfolio, Cornèr Bank will periodically provide you with an asset valuation of your positions, and you will be able to continue to use part of the value of the bonds as collateral for trading in margin products. See also point 8.

14. How do I log into the new platform?

To access the new platform, use the iCornèr App and/or the Cornèronline web portal with the same credentials you currently use.

15. Where do I find the new IBAN to make deposits into my account?

You'll be able to see the new IBAN to credit your account on the Cornèronline web portal and the iCornèr App.

16. How do I register new online payments?

You can make payments directly online via the Cornèronline web portal and the iCornèr App.

17. How will commissions change?

We have further improved our service, making your trading even more profitable. Explore the new rates on our website.

18. Where and how do I retrieve previous statements?

Statements from before the transition to the new system will be available on request.

19. Where can I find the trading conditions?

You can find the trading conditions on our website cornertrader.ch, in the "Pricing" section.

20. How do I access the new platform if I'm a dealer of a corporate account?

As of October 2024, dealers of corporate accounts will be able to directly access the new platform via a link, using two-factor authentication (2FA).

21. Is a downloadable version of the platform available?

No, the platform is only available as a web application. No downloadable version of the platform is available.

22. What should I do if I have more questions?

If you have any further questions, please contact us on +1.242.394.4977 or write to info@cornertrader.com

23. How are positions on the same instrument treated? (FIFO and boxed positions)

The trading platform supports the FIFO method (first-in, first-out) and works with netted positions. Therefore, all positions on the same instrument are shown as one netted position in the "position" module, and the average opening price is displayed. They cannot be closed individually but must be closed using FIFO. However, you can view the details of each individual position in the "Trade" and "Trading Journal" modules.

Boxed positions (using a related order to avoid netting all or some positions at the end of the trading day) are not supported, and exposure is netted in real time. Therefore, if you are holding positions based on boxed positions before the transfer, their net exposure will be consolidated at a single account level after the transfer.

24. How can I close a position that is not tradable online?

For instruments that cannot be directly traded in the platform but can be quoted offline, contact your Relationship Manager to obtain the quote and close the position. The additional fee for phone orders will not be charged.

25. How are my active market data subscriptions handled?

As the users of the previous and new systems will be different, your market data subscriptions cannot be maintained. Therefore, after the upgrade you will have to subscribe to them again.

26. What happens to my pending orders?

During the transfer all the pending and conditional orders, including stop loss and take profit, will be cancelled. You will need to reinstall them after you the move is completed.

27. Can my customized settings and watchlists be transferred?

Any customized settings and layouts cannot be transferred. Once you get access to your upgraded trading solution, you will need to recreate your layouts. Default one, from more basic to more advanced ones, and watchlists are available. For support you can contact us.

28. Why for some stocks and ETFs the market value is updating in delay?

For some shares and ETFs, the market value is calculated on the last market price taken from the previous day and not on streaming prices. This means that for the moment existing positions on those instruments can be closed but new ones cannot be opened. We are working to ensure that soon most of those instruments will be back soon on being fully tradable.

29. Change of client address

In the event of a change of address, please contact us:

- info@cornertrader.com
- +1 242 394 4977

Thank you in advance

30. How can I obtain a report based on transactions types such as dividends?

All transactions are reported in the account statements but you can also export them directly from the web platform, using the Transactions module.

Select the period of your observation and use the export function to generate the file. Depending on the setting of your computer, if it is downloaded in CSV format, save it and from an empty excel file, open it using from DATA > From convert Text/CSV.

31. How can I exercise my Corporate actions?

Corporate actions are communicated through the e-document on the iCornèr App and Cornèronline. Mandatories actions are automatically booked. For voluntary actions, you will need to inform your Relationship Manager of the option you would like to choose. If no action is taken, the default option will be applied.

32. What are the online available reports?

In the platform you can download any time a portfolio statement or export the transactions from the transaction module.

Periodically through iCornèr App and Cornèronline you can access detailed account statements, dividends communication.

For bonds, the asset valuation report is available in iCornèr App and Cornèronline.

33. How can I activate listed options and futures?

Following the exchanges requirements, the trading on these products can be activated only after having submitted a dedicated appropriateness test. Please contact us for more details.