

## Outsourcing and Service Provision at ALPCAPS

At ALPCAPS, we are committed to delivering exceptional financial services to our clients through innovation, transparency, and excellence. As part of our strategy to maintain efficiency and quality in service delivery, ALPCAPS occasionally collaborates with third-party providers. These outsourcing arrangements, governed by strict internal policies and compliance with relevant laws and regulations, ensure that our clients continue to receive high-quality support and operational continuity.

### Outsourced Services and Operational Efficiency

In line with our commitment to operational excellence and effective resource management, ALPCAPS outsources certain key functions to trusted service providers. These activities are carefully selected to enhance the value we deliver to our clients, while maintaining our core focus on trading solutions, portfolio management, and market analysis. Our outsourcing partners undergo thorough due diligence to ensure they meet the high standards of security, integrity, and compliance that ALPCAPS upholds.

#### 1. Client Documentation and Data Management

To optimize the storage and management of client documentation, including account opening materials, ALPCAPS collaborates with a renowned Swiss-based provider specializing in secure and reliable archiving solutions. This ensures that our client data is managed and retained in full compliance with Swiss regulations, with an emphasis on confidentiality and data protection.

#### 2. Customer Relationship Management (CRM) System

ALPCAPS employs a cloud-based solution to streamline customer relationship management. The CRM system, hosted by a provider with operations in Switzerland, ensures the seamless management of client interactions and data. This system enhances our ability to deliver personalized services, track client preferences, and respond to inquiries promptly. In specific cases, including support, maintenance, and disaster recovery, the provider may access certain customer data from outside Switzerland, always in compliance with applicable data protection laws.

### **3. E-Billing and Payment Services**

To improve the efficiency of payment processing, ALPCAPS leverages the services of a Swiss-based provider for eBill services. This arrangement ensures that our clients can make secure, swift, and efficient payments, contributing to the smooth execution of their financial transactions. Additionally, ALPCAPS relies on a trusted payment services provider to handle international transactions, further enhancing the speed and reliability of our global operations.

### **4. Interbank Connectivity and Voting Services**

ALPCAPS collaborates with a Swiss provider to manage connectivity to the inter-bank messaging network and to facilitate shareholder identification, disclosure, and voting, in line with the requirements of the European Union's Directive 2017/828. This partnership ensures that we meet the highest standards of corporate governance and regulatory compliance while empowering our clients with seamless access to shareholder services.

### **Commitment to Security and Data Protection**

Throughout our outsourcing practices, ALPCAPS places the highest priority on safeguarding client information. We continuously monitor and audit our third-party providers to ensure they adhere to strict data protection protocols. Our clients can be assured that any outsourcing arrangements, while extending our service offerings, do not compromise the security or privacy of their personal and financial information.

### **Customer Care at ALPCAPS**

At ALPCAPS, we are dedicated to providing excellent customer service, and our Client Support Center is available to address any inquiries or concerns. Should you have any questions or require assistance regarding our services or outsourcing arrangements, we invite you to reach out to our dedicated team.

# AlpCaps

## **Contact Information:**

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