

General Information about Zürcher Kantonalbank

Address	Zürcher Kantonalbank Bahnhofstrasse 9 P.O. Box 8010 Zurich
Phone	0844 843 823
E-Mail	direktbank@zkb.ch
Company Identification Number (UID)	UID of Zürcher Kantonalbank: CHE-108.954.607 UID of VAT-group of Zürcher Kantonalbank: CHE-116.320.184 MWST

Bank Details	Bank Clearing Number: 700 BIC (SWIFT) ZKBKCHZZ80A Postal Account Number: 80-151-4
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Field of Activity and Supervisory Status

As an independent public law institution (selbständige öffentlich-rechtliche Anstalt) established pursuant to the laws of the Canton of Zurich and of Switzerland, Zürcher Kantonalbank conducts the typical business activities of a large universal bank. Its core business includes account management, payment services and card business, financing business, investment and asset management business, as well as securities trading and the capital market business. Moreover, it offers additional services such as leasing business as well as advisory services in financial, tax, inheritance, succession and real estate matters. To serve and advise its clients in the best possible way, Zürcher Kantonalbank uses, if appropriate and necessary, the services of its subsidiaries inside and outside Switzerland, such as fund management companies in Zurich and Luxembourg.

Zürcher Kantonalbank holds an authorisation of the Swiss Financial market Supervisory Authority (FINMA) pursuant to the Federal Law on Banks and Savings Banks (Banking Act) to operate as a bank in Switzerland. Its business operations are subject to continuous supervision by FINMA.

The contact details of FINMA are the following:

Eidgenössische Finanzmarktaufsicht FINMA
Laupenstrasse 27
3003 Bern
+41 31 327 91 00
[finma.ch/en/contact](https://www.finma.ch/en/contact)

Ombudsman proceedings

Client satisfaction is important to Zürcher Kantonalbank. Clients who are not entirely satisfied with the services of Zürcher Kantonalbank are advised to contact their relationship manager. Whenever possible, Zürcher Kantonalbank aims to find an amicable solution with the client.

Should this effort not be successful in a specific case, the client can contact the Swiss Banking Ombudsman, which is a neutral information and mediation institution that Zürcher Kantonalbank has affiliated with. As a rule, the Swiss Banking Ombudsman becomes active only after a client has submitted a complaint in writing to the bank and has given the latter the opportunity to comment or settle the matter directly.

The contact details of the Swiss Banking Ombudsman are the following:

Schweizerischer Bankenombudsman
Bahnhofplatz 9
Postfach
8021 Zürich
+41 43 266 14 14 (German/English)
+41 21 311 29 83 (French/Italian)
bankingombudsman.ch

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