

Gland, the 31st August 2014/ebo

WORK CERTIFICATE

We hereby confirm that Mr. Maximilian Becker, born on the 12th of January 1993, originally from Germany, was employed on a permanent contract basis from the 1st of October 2013 to the 31st of August 2014.

Mr. Becker was integrated in the *Customer Care* department as a *Team Member Customer Care* and in this role, his main responsibilities consisted of:

- Customer Service on the phone in German and English
- Explanations of the SQ website (navigation, tool use)
- Clarification of back-office issues
- Written and verbal processing of e-mail requests
- Independent processing of written complaints of customers
- Issue Management (follow-up conversations with customers)
- Processing of account closings
- Processing of requests for account openings
- Adaptation of account information and addresses
- Orders payment slips / Docs / PW / L3
- Lock / Unlock accounts
- Clarification and provision of information on marketing campaigns
- Clarification and support of payments
- Explanation of our costs and conditions
- Clarification of the calculation of performance (all statements)
- Explanations of corporate actions (general questions / blocked title / dividends)
- Technical assistance with login issues (1st and 2nd level support)
- Processing requests for savings account
- Provision of information on questions on e-mortgages
- Technology skills to create reports and analyzes for management

Throughout his career within Swissquote, Mr. Becker proved to be flexible, versatile and conscientious in his work.

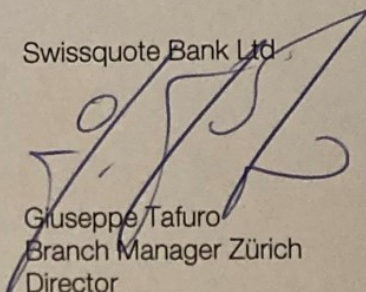
We also take this opportunity to confirm that Mr. Becker has in a short time obtained in-depth knowledge of Swissquote products, in particular with the modern tools and their technical support.

Always helpful, open and respectful, Mr. Becker possesses a very good team spirit and had good relationships with his peers and supervisors. He performed his duties to our complete satisfaction.

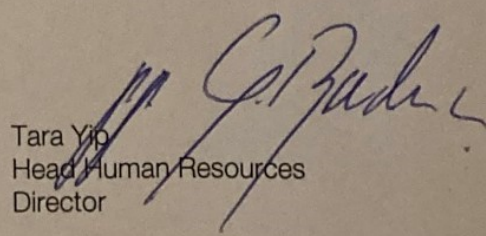
Mr. Becker is leaving us on his own decision, free of any duty except that of post-contractual obligations, with regards to professional and banking securities.

We would like to take this opportunity to thank him for his contribution and recommend him to any future employer. We wish him success with his future professional and private endeavors.

Swissquote Bank Ltd



Giuseppe Tafuro
Branch Manager Zürich
Director



Tara Yip
Head Human Resources
Director