



Your corporate actions in good hands

Expert client service

How can we help you?

From simple put options to more challenging restructuring offers, our corporate actions experts are on hand to:

- answer your questions
- proactively keep you informed
- ensure your instructions are processed fast and efficiently

"We leave no stone unturned when it comes to finding ways to make your corporate action activity simpler and faster."

Manuel Feito
Head of Corporate Actions and EquityReach at
Euroclear Bank

No matter the size and complexity of the event, we help you handle your corporate actions in less time with less risk and less manual processing.

Respond quickly to corporate actions of all complexities with Euroclear Bank as your post-trade partner.

We offer a completely comprehensive and cost-effective service strongly focused on meeting your evolving needs.

Stay informed at every step

We provide all the tools you need to keep informed throughout the life span of a corporate action:

- **Custody Newsflashes** – timely updates on important events sent directly to you by email
- **Q&As** – streamlined and simplified information to help you manage complex events
- **Corporate Actions Online** – quick search database for access to important documentation (e.g. meeting agendas, proxy forms, conversion notices)
- **Same-day notifications** for information notices and voluntary events such as offers, meetings and consents

Easy-to-use reporting

Get comprehensive and easy-to-read information via a wide range of SMPG and ISO-compliant reporting:

- **More choice** – you define the info you want and how you want to receive it
- **Highly automated** – we regularly upgrade our reporting to increase STP and reduce the risk of error
- **Effective** – get complete and accurate information. And thanks to our well-timed reminders, you won't miss out on important events

e-Learning

Make optimal use of our reporting and increase understanding of critical terms and events.

Free, online, convenient to use – our corporate actions e-Learning will help your staff more easily grasp the vast array of complex terms and events you face every day.

Your wishes are our top priority

And because these can change – sometimes several times a day – we stay operationally agile so you can too. How?

- We **listen to your needs** and translate them into operational realities
- We **share knowledge** across teams and apply best practices company-wide
- We **implement standardised solutions** to increase your flexibility
- We **work with various intermediaries** (e.g. agents) to obtain the most up-to-date information, simplify corporate action requirements and ensure you get best deadlines possible

Contacts

For more information about our corporate actions service, please contact your Account/Relationship Manager or email

corporateactions.clientservice@euroclear.com

Fast and efficient processing

- We **proactively chase issuers** to ensure timely receipt of your proceeds
- **Real time credit of securities proceeds** during the day in the real-time window
- **Around-the-clock service** through our operations centres in Hong Kong, Brussels and New York

Efficient certification management

- **Flexible** – send one instruction for all certified securities, or separate instructions per underlying client
- **More time to instruct** – we send corporate action notifications on certification 28 days before the actual certification date (provided that we are notified in time by the issuer)



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