

## Information regarding the reimbursement of secured deposits

Dear Madam, Dear Sir,

Depending on the stage at which you are, you will receive the following instructions in your Client Area in order to obtain a refund of your Secured Deposits:

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### Phase 1 – Is allowed to request

Clients holding cash assets on an account with FlowBank Ltd. in liquidation are invited to indicate their transfer instructions by clicking on the link below:

[CLICK HERE TO INDICATE YOUR TRANSFER INSTRUCTIONS](#)

Please note that only the total amount of each clients' cash holdings equal to or less than CHF 100,000 constitutes a secured deposit and will be reimbursed at this stage.

If the above link is not available, please send your transfer instructions to the liquidators by e-mail ( [project-liquidateurfb@walderwyss.com](mailto:project-liquidateurfb@walderwyss.com) ), stating your surname, first name, account number at FlowBank Ltd. in liquidation and bank details of the account to which you wish the payment to be made (in particular IBAN and SWIFT code).

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### Phase 2 – Under activation

The link is currently being activated. You will soon receive an e-mail informing you that the link is available so that you can enter your transfer instructions.

Please note that only the total amount of each client's cash holdings equal to or less than CHF 100,000 constitutes a secured deposit and will be reimbursed at this stage.

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**Phase 3 – Request done**

You have already submitted a reimbursement request on dd.mm.yyyy.

Please note that only the total amount of each client's cash holdings equal to or less than CHF 100,000 constitutes a secured deposit and will be reimbursed at this stage.

If the above link is not available, please send your transfer instructions to the liquidators by e-mail ( [project-liquidateurfb@walderwyss.com](mailto:project-liquidateurfb@walderwyss.com) ), stating your surname, first name, account number at FlowBank Ltd. in liquidation and bank details of the account to which you wish the payment to be made (in particular IBAN and SWIFT code).

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**Other – Manually treated**

We acknowledge receipt of the transfer instructions to Walder Wyss SA, Geneva branch. We would like to inform you that your transfer request is currently being processed and that the link on the e-banking platform isn't therefore available. Many thanks for your patience.

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For FlowBank Ltd. in liquidation,  
Walder Wyss Ltd.