



## Frequently Asked Questions and Answers

**Q1: Where can I find the custody account opening form for the Deutsche Bank Equity Plans for Deutsche Bank International Limited Jersey?**

A: There is a dedicated website available to participants - [www.db-ci.com/sharescheme](http://www.db-ci.com/sharescheme). You can find the account opening form here, as well as sundry template forms, such as Sale and Transfer instruction forms.

**Q2: How long does it take to open a Deutsche Bank Equity Plan account with Deutsche Bank International Limited Jersey?**

A: We will issue you with an account number within 48hrs of receipt of fully completed account opening documentation and certified copy of your passport.

**Q3: Who do I contact regarding the vesting of shares into my custody account with Deutsche Bank International Limited Jersey?**

A: Global Compensation is responsible for the initial vesting of shares into your account. Please contact them in the first instance.

Email: [global.comp@db.com](mailto:global.comp@db.com)

Tel: +44 121 615 7954

**Q4: How do I request Deutsche Bank International Limited, Jersey to sell my shares?**

A: You must complete a Deutsche Bank Equity Plan Sale Instruction form, which can be found via the following link -

[www.db-ci.com/sharescheme](http://www.db-ci.com/sharescheme). Once completed, either send it to us by post, or, if you have a fax indemnity in place, fax your sale instruction to the fax number stated on the form (+44 1534 889318)

**Q5: Can I place a limit order as part of my Deutsche Bank Equity Plan Sale Dealing Instruction?**

A: Limit orders are not accepted during Initial Sale Periods. At other times, limit orders will be executed on a gross price basis unless otherwise instructed by the Client. Limit orders received from employees of Deutsche Bank Group Companies are valid until close of business on the day of receipt, following which they will be deemed to have expired. All other limit orders will be deemed valid until cancelled.

**Q6: Can I place my sale order by phone?**

A: We are unable to accept instructions by phone. Please complete a Deutsche Bank Equity Plan Sale Dealing Instruction which can be found at the following link: - [www.db-ci.com/sharescheme](http://www.db-ci.com/sharescheme). Once completed either send it to us via post or, if you have a fax indemnity in place, fax your request to +44 1534 889318.

**Q7: What charges will a sale of shares incur?**

A: All sales will be subject to broker commission of 0.24% of the principal amount.

**Q8: What are the foreign exchange commission charges applicable if my sale proceeds are paid in a currency other than Euro's?**

A: The following commission charges will be applied:-

Less than 5,000 shares	0.35 bps
5,000 to 10,000 shares	0.30 bps
10,000 plus shares	0.25 bps

**Q9: Do I need Compliance pre-approval before I can sell my shares?**

A: It is the responsibility of participants to ensure they obtain necessary Compliance pre-approval. Please contact your local Compliance Department for guidance. The Deutsche Bank Equity Plan desk is unable to verify or assist with this specific matter.



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### Q10: How long will it take to execute my sale request?

A: This will depend on the day and time that we receive your sale instruction, the volume of Deutsche Bank Share sale requests we receive in the same period and the impact of selling large volume of Deutsche Bank Shares in the same period. During the Initial Sale Period the Bank aggregate sale transactions (which arrive in the same time periods) on the Client's behalf with those of other participants in the Deutsche Bank Equity Plan and they are placed with Deutsche Bank Frankfurt for sale in the market at regular intervals during trading hours. In addition, if Deutsche Bank share sale volumes are high Deutsche Bank Frankfurt may deal the shares at different periods to avoid a disadvantageous drop in the share price. Please see table below for more details on receipt and processing of sale instructions.

#### **Receipt of Instructions**

##### **Prior to the Initial Sale Period**

The "Initial Sale Period" is the period 10 working days immediately following the vesting of shares. Any sales instructions received prior to the first day of the Initial Sale Period will be aggregated and executed in the first batch of client instructions on the first day of the Initial Sale Period.

##### **During the Initial Sale Period**

08.00 – 15.30 UK Time Sale instructions received during the Initial Sale Period must be received no later than 15.30 UK time to ensure same day execution. Instructions will be aggregated to be executed in regular tranches throughout the day.

15.30 – 16.00 UK Time Any sales instructions received after 15.30 UK time will be aggregated for execution in the first batch of client instructions to be executed at the opening of business on the next working day.

##### **After the Initial Sale Period**

Sale instructions will be executed on an individual basis in accordance with the Bank's normal procedures. The Client must liaise with their local Compliance department to obtain any required pre-approval

### Q11: Will you advise me once the sale has been completed?

A: We will send you a contract note by post which will provide you with details of the transaction which you may need for your tax return. Should you require email confirmation as well please send a request to [www.db-ci.com/sharescheme](http://www.db-ci.com/sharescheme) , providing your full account name and number.

### Q12: How do I update my contact details, or account payee details?

A: For current Deutsche Bank employees, change of address instructions and amendments to default banking details can be accepted via email if sent from a Deutsche Bank Group email address (e.g. @db.com)

For ex-employees, amendments can only be accepted on receipt of an original instruction. Please note that amendments can only be made if a certified copy of passport is held and, for change of address requests, an original or certified copy of a utility bill has been provided.

### Q13: Can I contact someone to find out what price I received for my shares?

A: Please refer to response for Q11.

### Q14: How do I request Deutsche Bank International Limited Jersey to transfer my share holding to an alternative custodian?

A: Please complete the Deutsche Bank Equity Plan Transfer Instruction form which can be found at [www.db-ci.com/sharescheme](http://www.db-ci.com/sharescheme). Please return this to us via post or, if you have a fax indemnity in place, fax your instruction to the number provided on the form (+44 1543 889318). Please note, shares may only be transferred to an account in your own name.

### Q15: How long will it take to transfer my Deutsche Bank shares to my alternative custodian?



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A: On receipt of the above instruction Deutsche Bank will contact the counterparty to agree transfer details. Upon receipt of their response the transfer will be settled on a T+2 basis. Please note Deutsche Bank International Limited cannot be held responsible for delays incurred by the receiving broker.

**Q16: Can I transfer my Deutsche Bank Shares to an alternative custody account in someone else's name?**

A: All transfers must be delivered to an account held solely or jointly in your name.

**Q17: What happens to my account when I leave Deutsche Bank?**

A: Under the Terms and Conditions of the Deutsche Bank Equity Plan, you must advise us when you cease to be an employee of Deutsche Bank. Your account will remain operational until no further awards are due to you from Global Compensation and, thereafter, will remain open and operational until you no longer hold shares in your account.

**Q18: What will happen with Dividend payments received?**

A: Dividends will be paid to your nominated bank account. Dividends will be paid net of German withholding tax.

**Q19: Can I view my account on-line?**

A: Regrettably, there is no on-line access for these accounts. Should you require confirmation of holdings etc at any time please send an email enquiry to [db.sharescheme@db.com](mailto:db.sharescheme@db.com).

**Q20: Where can I find my account number**

A: Your account number will have been provided to you via email when your account was initially opened. This is also shown on the annual dividend advices. Alternatively, please contact Global Compensation who will be able to confirm the account details where your shares have been delivered.

Email: [global.comp@db.com](mailto:global.comp@db.com)

Tel: +44 121 615 7954

**Q21: Can I receive monthly statements for this account**

A: This is not a service we offer. Statements are sent on an annual basis in the form of your dividend advice. Ad hoc reports are available upon request to [db.sharescheme@db.com](mailto:db.sharescheme@db.com).

**Q22: Can I add an Interested Party to my account to receive copy contract notes.**

A: Yes. If you are a Deutsche Bank employee you can request this via email if emailing from a Deutsche Bank Group address (e.g. @db.com). If you are a non-employee of Deutsche Bank an authorised instruction must be received by post or, if a fax indemnity is held, by fax to +44 1534 889318.

**Q23: Can I pay sale proceeds or dividends to a third party.**

A: No. Cash payments from your account are paid automatically to the Default Banking details held on record for your account.