

# RELEVANT AND USEFUL INFORMATION

**regarding the integration of  
BSA BANC, SA to MORA BANC GRUP, SA**

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## MERGER OF BSA BANC, SA AND MORA BANC GRUP, SA

The process of integrating BSA BANC, SA into the MoraBanc Group is now complete. This venture began with the purchase of 51% of BancSabadell d'Andorra shares at the end of 2021. With the purchase of shares from the minority shareholders who accepted MoraBanc's offer, the group's shareholding structure now that the merger has gone through is that 96% of the capital is held by members of the founding families and 4% by BSA shareholders.

This is an exceptional merger that brings together two solid, growing banks with successful banking models. Our goal is to be the leading bank in Andorra for our customers, the best investment for our shareholders and the best company for our employees. A stronger banking group, clearly committed to Andorra, with even more options and resources that aims to be the driving force behind initiatives by individuals, enterprises and institutions.

The effects of the BSA/MoraBanc merger are cumulative. MoraBanc onboards an important team of professionals and has opened up its shareholding structure. The merger of the two banks has resulted in a firm leader in profit, solvency, managed domestic resources and returns with the capacity for growth and the strength to deliver on challenges going forwards.

The merger has been implemented gradually to create a solid structure and results. The purpose is to create a single team that can propel value creation and streamline customer services, with a unified product and service portfolio to add value. Here you will find updated information on the entire merger process and answers to the most frequently asked questions related to banking operations.

We thank you for your trust.

Andorra la Vella, 11 November 2022.

## ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS

BSA has joined the MoraBanc Group and you are now a MoraBanc customer.

### NEXT STEPS

#### **What happens next?**

The merger has been completed and BSA has been absorbed by MoraBanc.

### BRANCHES AND PERSONAL MANAGERS

#### **Will my BSA manager change? Will I have to go to another branch office?**

BSA branch offices will be maintained following the merger and we are working to keep as many managers on as possible.

#### **When I require a service or product, do I continue to deal with my manager?**

Yes. The manager you had at BSA before the merger will continue to handle your requests and orders. However, you will have to sign a remote communication agreement to be able to continue operating with the manager via email.

#### **Can I use MoraBanc branch offices and their ATMs?**

Yes. You are now a MoraBanc customer and can carry out all your transactions at any its offices across the country.

You can leverage the entire network of MoraBanc ATMs with all transactions enabled.

**When will the branch offices be open for business?**

After the merger, the opening hours of all MoraBanc offices will be as follows:

Offices	Monday to Thursday	Friday
Andorra la Vella, Sant Julià, Escaldes, Encamp, La Massana, Ordino and Canillo	8.30 am to 2.30 pm 3.30 pm to 5.45 pm (with prior appointment)	8.30 am to 1 pm
Pas de la Casa	9.15 am to 2.30 pm 3.30 pm to 5 pm (with prior appointment)	9.15 am to 1 pm



**PRODUCTS AND SERVICES**

**Will the account numbers I had at BSA change?**

Your account numbers (IBAN) have changed. However, this change does not affect your direct debits or any standing orders you may have, as they will be automatically transferred to the new account number without you having to do anything.

You will be sent your new IBAN details in the days following the merger. Please see the MoraBanc remote banking service or ask for an ID card with your new number at any of our branch offices.

**Are the savings books being maintained?**

No, the saving books will be scrapped.

**Will the account conditions I had at BSA change?**

Account conditions and service charges in place at the date of the merger are maintained. However, there may be some changes to charges in the settlement period.

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**If I have an account with both banks, will they be integrated?**

No, accounts will not be automatically integrated. You will be able to group them together in the way that suits you best with the help of your personal manager. Remember that if you choose to cancel an account you must handle the change of direct debits directly with the issuer of the receipt.

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**Do I have to swap out my BSA credit and debit cards?**

No, your current BSA credit and debit cards will remain valid until they expire.

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**Can I use my cards as per usual?**

You can continue using your BSA credit and debit cards as per usual but not use the deferred purchase service. There are other card-related transactions you can ask your manager or online bank about.

From now on, you will receive your credit card settlements the last working day of the month instead of the start of the next month as to date.

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**Can I use a new BSA card if I lose mine or it expires?**

As of now, new cards are issued with the MoraBanc brand. This also applies to lost/expired cards. At MoraBanc, new cards must be activated from branch offices or cash machines.

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**Are there any changes to remittance management?**

The Bsanet.ad app continues to operate normally following the merger. Remittance files pending processing because they have value dates after the migration date will be kept and sent in the same format for processing by MoraBanc as of 14 November.

The MoraBanc system has been adapted to handle remittances from BSA.

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**Do I have to reconfigure my Point-of-Sale terminal?  
Do I have to change the way I settle invoices?**

You do not have to manually change the distribution of sales from your POS terminal. The percentage assigned to BSA Banc will be automatically added to the percentage you had for MoraBanc. The '8' key will not be operative.

The operation is the same, although there will be some differences in settling transactions made on weekends.

The sales amount will be received in an accumulated fashion in the account where there is a higher card transaction volume.

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**Are mPOS terminals being maintained?**

Yes, mobile Point-of-Sale terminals are being maintained. These terminals are dedicated smartphones, tablets or wireless devices that perform the functions of a cash register or POS terminal wirelessly.

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**Are there be any changes in letter-format cheques/ promissory notes?**

Cheques and promissory notes must follow the standardised format that Andorran Banking reported on 30 June 2022. Please see the [Andorran Banking website](#) for specifications.

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**Can cheques issued under the BancSabadell d'Andorra brand prior to the merger be used?**

Cheques and promissory notes issued prior to the merger can be cashed normally. Similarly, if you have BSA cheques or chequebooks you may continue to use them without having to swap them over to new ones under the MoraBanc brand.

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**Do businesses that use the Menta cash collection service need to do anything to maintain this service?**

No, they do not have to do anything. The service is maintained with the same conditions as before the merger. You can keep using your cash collection sheets until they are replaced by new ones with the MoraBanc brand.

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**Do BSA special or exclusive services such as Paylink and BSA net still work?**

Yes, these services are being maintained. In some cases, MoraBanc has equivalent services and if this is the case they will be gradually moved across to the MoraBanc platforms.

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**Are there any changes to BSA personal loans and mortgages?**

No. Personal loans, mortgages and other loans and credit lines will be maintained under the same conditions until they mature.

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**Do I have to do anything if I am the beneficiary of a BSA endorsement?**

No. The guarantees provided by BSA will be assumed by MoraBanc. If you need to execute them, you can ask any MoraBanc office to handle the request and it will make the payment after your request is legally approved.

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**Are there be any changes to pension and retirement plans?**

Pension and retirement plans are assumed by MoraBanc Assegurances as a successor of Assegurances Segur Vida and the same conditions you had before are being maintained. You can check your position in this regard at MoraBanc Digital.

## Are investments in BSA investment funds being maintained or have they become other MoraBanc funds?

The merger does not involve any change to the investment drive of funds managed by BSA Inversions nor to its investment policy. It does not affect the fund's invested assets, established fees or returns obtained

to date. However, please bear in mind that the fund names will have changed from "BSA" or "Sabadell d'Andorra" to "Mora" (for example, "BSA Monetari Plus, FI" has become "Mora Monetari Plus, FI").

The list of funds and the new names are shown below:

AFA	CURRENT NAME	NEW NAME
0001-06	BSA INVERSIÓ, FI - BORSA INTERNACIONAL	MORA INVERSIÓ, FI - BORSA INTERNACIONAL
0076	BSA MONETARI USD	MORA MONETARI DÒLAR, FI
0001-07	BSA INVERSIÓ, FI - EUROPA ACTIVA	MORA INVERSIÓ, FI - EUROPA ACTIVA
0001-08	BSA INVERSIÓ, FI - BORSA AMERICANA	MORA INVERSIÓ, FI - BORSA AMERICANA
0001-03	BSA INVERSIÓ, FI - RENDA VARIABLE 25	MORA INVERSIÓ, FI - RENDA VARIABLE 25
0001-04	BSA INVERSIÓ, FI - RENDA VARIABLE 50	MORA INVERSIÓ, FI - RENDA VARIABLE 50
0001-02	BSA INVERSIÓ, FI - RENDA VARIABLE 70	MORA INVERSIÓ, FI - RENDA VARIABLE 70
0066-01	BSA INVERSORS QUALIFICATS, FI-STA	MORA INVERSORS QUALIFICATS FI, STA
0009	BSA MONETARI PLUS FI	MORA MONETARI PLUS, FI
0066-03	BSA INVERSORS QUALIFICATS, FI- ESTALVI CAPITAL GARANTIT	MORA INVERSORS QUALIFICATS ESTALVI CAPITAL GARANTIT
0001-10	BSA INVERSIÓ, FI - RENDA FIXA EURO	MORA INVERSIÓ, FI - RENDA FIXA EURO
0001-11	BSA INVERSIÓ, FI - FUTUR SOSTENIBLE	MORA INVERSIÓ, FI - FUTUR SOSTENIBLE
0001-12	BSA INVERSIÓ, FI - NOVES TECNOLOGIES	MORA INVERSIÓ, FI - NOVES TECNOLOGIES
0001-13	BSA INVERSIÓ, FI - ÀSIA	MORA INVERSIÓ, FI - ÀSIA
0066-04	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM BANC SABADELL	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM BANC SABADELL
0066-14	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM IV	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM IV
0066-15	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM V	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM V
0066-17	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM VII	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM VII
0066-18	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM VIII	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM VIII
0066-22	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM XII	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM XII
0066-24	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM XIV	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM XIV
0066-25	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM XV	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM XV
0066-26	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM XIX	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM XIX
0066-27	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM XX	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM XX
0066-28	BSA INVERSORS QUALIFICATS, FI- RENDIMENT PREMIUM XXI	MORA INVERSORS QUALIFICATS FI, RENDIMENT PREMIUM XXI
0066-29	BSA INVERSORS QUALIFICATS, FI- TRESORERIA	MORA INVERSORS QUALIFICATS FI, TRESORERIA
0140-01	SICAV I SABADELL D'ANDORRA, SA MULTIACTIU I	SICAV I MORA, SA MULTIACTIU I
0149-02	SICAV II SABADELL D'ANDORRA, SA - Estructurats II	SICAV II MORA, SA, ESTRUCTURATS II
0149-05	SICAV II SABADELL D'ANDORRA, SA - Estructurats V	SICAV II MORA, SA, ESTRUCTURATS V
0149-07	SICAV II SABADELL D'ANDORRA, SA - MULTIACTIU PRIVAT I	SICAV II MORA, SA, MULTIACTIU PRIVAT I
0149-08	SICAV II SABADELL D'ANDORRA, SA - MULTIACTIU PRIVAT II	SICAV II MORA, SA, MULTIACTIU PRIVAT II
0149-09	SICAV II SABADELL D'ANDORRA, SA - MULTIACTIU PRIVAT III	SICAV II MORA, SA, MULTIACTIU PRIVAT III



## DIGITAL BANKING AND CUSTOMER SERVICES

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**Will the 'A Online digital banking and BSA app continue to work?**

No. The BSA remote banking service is no longer operative and you can perform all your remote transactions from the MoraBanc online bank. You can log into it using the same passwords you used for 'A Online by going to the customer area at [www.morabanc.ad](http://www.morabanc.ad) or use the MoraBanc app. For security reasons, the first day you log into MoraBanc Digital after the merger you will be asked to change your password.

**Do I have to register again for online banking with MoraBanc?**

No. Now that the merger has been completed, you have access to the MoraBanc online banking service and all remote transactions from the MoraBanc remote banking platform, both via the website and the app with the same credentials you used for 'A Online.

**Do I keep my coordinates card to sign transactions?**

No, BSA coordinate cards are no longer operative. At MoraBanc Digital, transactions are signed using the same platform login password in the case of transactions between a single holder's accounts or by entering the OTP code sent to your mobile phone by SMS for other transactions.

**Can I perform the same transactions at MoraBanc Digital as I did at BSA?**

Yes, you can perform the same types of transactions, although some will require enabling your personal manager.

**Is BSA customer service still available?**

Yes. The phone number is the same, although calls will be answered by the MoraBanc customer service agents, who you can also contact directly by calling 884 884.



## MORABANC SHAREHOLDERS

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### **I am a new MoraBanc shareholder. How will the exchange be performed?**

As a consequence of the merger, BSA shareholders have been allocated new-issue class F shares in Mora Banc Grup, SA with a nominal value of SIXTY EUROS AND TEN CENTS (60.10 EUR) each, with the same political and economic rights as other MoraBanc shares.

As we said in the common merger project, BSA shareholders who, in accordance with the exchange rate of 0.357052 for each BSA share and considering the number of BSA shares they had (i) are not entitled to receive a full number of MoraBanc shares or (ii) having received a full number of MoraBanc shares have a surplus number of BSA shares that is not enough to entitle them to receive an additional MoraBanc share, have received or will receive financial compensation for the surplus shares in the amount of €266.70 per share.

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### **How will I be informed of the shares I am due?**

You will receive written notification specifying the number of new-issue shares in Mora Banc Grup, SA allocated to you and the amount of financial compensation that has been or will be paid into the account you reported to BSA Banc, SA and where you have been receiving your dividend payments.

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### **How will I be informed of new meetings?**

The call for shareholder meetings will be put in writing and sent to all shareholders at the address in the shareholder register, either by certified mail or courier, but always with notice of receipt. A call sent by registered fax, email or other telematic means that can ensure its dispatch and content is also valid when the shareholder has supplied a fax number or email address for this purpose.

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**Where do I go if I have a question or comment as a shareholder?**

A shareholder area has been enabled on the MoraBanc website where you will find information on shareholder meetings and other group intelligence that may be of interest to you.

You can also visit the shareholders' office in person, phone 884 884 or email [accionistes@morabanc.ad](mailto:accionistes@morabanc.ad).

## NOTICE TO DEPOSITORS AND INVESTORS

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**How will the merger impact the investment guarantee system?**

In accordance with the law governing the Andorran Deposit Guarantee Fund and the Andorran Investment Guarantee System, depositors and investors are hereby informed that, in relation to their deposits and eligible investments, they are entitled to withdraw any amounts in excess of guaranteed amounts or transfer them to another entity at no cost to them, including all accrued interest and returns obtained up to the time of the merger, for a period of three months from the date of the notice received in summer.

