



Nasdaq CSD Operations and Services Guide

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[Approved]

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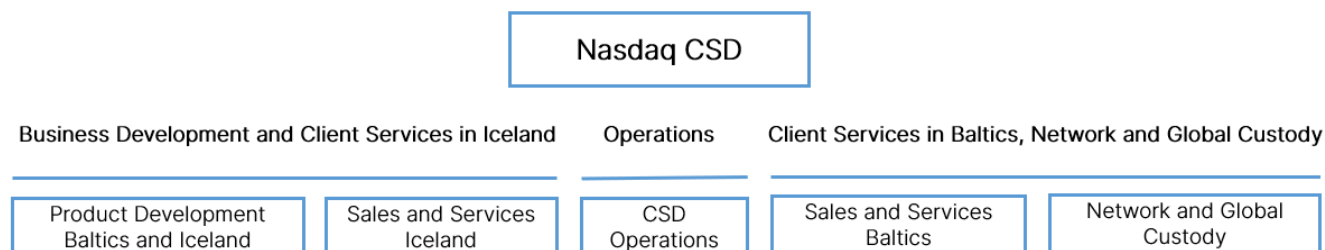
General

Services to local market participants and foreign customers are provided by 3 units of Nasdaq CSD – (i) Sales and Services in Baltics (Latvia (LV), Lithuania (LT) and Estonia (EE)), (ii) Sales and Services in Iceland and (iii) Operations (all four countries are served centrally).

Sales and Services units in Estonia, Latvia, Lithuania and Iceland are acting as the first line support to existing and new customers with regards to non-operational and non-technical matters, e.g. customer on-boarding, application and other documents processing, consultation about the services provided by the Nasdaq CSD, supporting local and international stakeholders in accessing post-trade services in all four markets.

Operations unit is responsible for handling participants and issuers requests related to operational processing of securities and cash settlement instructions in the CSD Core system and TARGET2-Securities system, for ISK settlement, monitoring of securities and cash transfers between the accounts of participants of the Nasdaq CSD for Stock Exchange and OTC transactions, configuration of roles and related items in the systems of the Nasdaq CSD as well as for participants' testing activities in the CSD Core system.

Nasdaq CSD business structure



Scope of Sales & Services	Scope of Operations	Scope of Product Development	Scope of Network and Global Custody
Account management of Issuers & Participants	Instruments static data and Participant management	Analysis of business opportunities	Agent Management
Service Portfolio management	Central database management	Product development: from design to launch	Network Expansion
Sales	Securities settlement operations (TARGET2-Securities (T2S) and non – T2S)	Sourcing funding for new initiatives infrastructure development	
Handling applications of new instrument registrations, Corporate Actions & other services	Corporate Actions & other asset servicing operations, including tax services related to corporate actions	M&A and partnership initiatives	
Pension operations (LV & EE)	Ancillary services operations (e.g. shareholder lists)		

Registrar services (LV)	Operational compliance		
Saving notes (LV)	On-boarding of new services/ system releases and customer support		
Tax services related to corporate actions	First line support		
LEI service			

Customer groups

Participants

Sales and Services unit:

Onboarding of new Nasdaq CSD Participants (in the role of Account Operator, Cash Agent, Issuer Agent, Fund Administrator, Foreign CSD):

- Meeting with the representatives of interested entity
- Consultation via phone, e-mail or onsite on Participation arrangements
- Signing of Participation Agreement, Application to become a participant of the Nasdaq CSD and various technical forms
- Renewal of lists of authorized representatives
- Termination of participation at the Nasdaq CSD

Requests related to the Nasdaq CSD statistics and reports

Requests related to the Nasdaq CSD price list and invoices

Nasdaq CSD website (www.nasdaqcsd.com) content information, including maintenance of Secure Portal for Nasdaq CSD Participants

II and III pillar pension services in Estonia

Business ownership of the Estonian pension core systems

- EPIS
- IRIS

Operations unit:

Configuration of the Participants' access and roles in the CSD Core system including users maintenance

Corporate Actions processing

Central maintenance and account management

Investor CSD operations processing through the link with Clearstream Banking Luxembourg

Cash management in Target 2 and commercial banks

Settlement of securities transactions in ISK in Icelandic Central Bank

T2S and non-T2S settlement (USD currency settlement)

Processing of statistics, reports and billing

Testing related activities in the CSD Core and other systems

First line support

ESIS ID technical service allowing to provide shareholders identification responses to foreign issuers

Business ownership of Core and surrounding systems

- Core CSD System (Depend U2A, Depend A2A) including T2S connectivity, Hubble and Baltic member Message Hub (BMMH), T2S, TARGET2, SWIFT and other external systems

Issuers

Sales and Services unit:

Onboarding of Issuers

- Meeting with the representatives of interested entity
- Consultation via phone, e-mail or onsite on participation arrangements
- Signing of Issuer Agreement and various technical forms
- Renewal of lists of authorized representatives

Registration and maintenance of securities issues

- Handling of application documents and forms
- Sending of confirmation letter upon registration of new issue
- Pre-emptive rights mark application processing (applicable to Estonian companies)
- Pledging mark application processing (applicable to Estonian companies)

Corporate Action services

- Corporate Action application processing
- Forwarding of tax related information (calculations) from Issuer to Account Operator (applicable to Latvian companies)
- Consultation via phone, e-mail or onsite
- Restrictions

Shareholder lists

- Handling of application form in case shareholder list processing system ESIS is not used by the Issuer
- Review and handling of applications for access to ESIS through GUI (U2A) or A2A (applicable to Icelandic companies)

Queries regarding Nasdaq CSD invoices

Maintenance of non-listed company Shareholder register (applicable to the Latvian companies)

- Re-registration of shareholders (transfer of ownership) in the register of the company
- Excerpts from the shareholder register
- Onsite service of shareholders in the premises of the Nasdaq CSD

Business ownership of surrounding systems

- E-register
- Xroad
- Latvian Saving Notes
- LEI

Operations unit:

Onboarding of Issuers

- Registration of the Issuers and instruments in the CSD Core system, allocation of ISIN, FISN, CFI codes, financial instruments' static data maintenance
- Bulk ISIN allocation

Processing of Corporate Actions

Shareholder lists

- Users access rights maintenance and support for the processing shareholder lists through ESIS system
- Shareholder list compilation in case shareholder list processing system ESIS is not used by the Issuer
- Collection from intermediaries and transmission of notices of participation and voting instructions

Business ownership surrounding systems

- Shareholder disclosure system ESIS
- ISIN allocation system

Other domestic and international stakeholders

Please contact Sales and Services unit in case of queries related to:

Participation at the Nasdaq CSD

Issuance and registration of financial instruments at the Nasdaq CSD

II pillar pension services in Latvia

II and III pillar pension services in Estonia

LEI service at www.nasdaqlei.com

www.nasdaqcsd.com website information

Questionnaires, statistics, reports

Nasdaq CSD's participation in European Central Securities Depositories Association (ECSDA) and Association of National Numbering Agencies (ANNA)

Settlement calendar

Nasdaq CSD is open for TARGET2-Securities and ISK settlement from Monday to Friday.

It is closed for any type of settlement in all currencies on the following days:

- All Saturdays
- All Sundays
- Good Friday
- Easter Monday
- 1st of May (Labour Day)
- 25th of December (Christmas Day)
- 26th of December (Christmas Holiday)
- 1st of January (New Year's Day)

For financial instruments which are only settled locally (not via T2S), local market holidays are taken into account, meaning each SSS follows the relevant domestic holidays.

Holiday	Estonia	Latvia	Lithuania	Iceland	T2S	TARGET2
New Year's day	X	X	X	X	X	X
Day of Re-Establishment of the State of Lithuania			X			
Independence Day of Estonia	X					
Day of Re-Establishment of the independence of Lithuania			X			
Maundy Thursday				X		
Good Friday	X	X		X	X	X
Easter Monday		X	X	X	X	X
First day of summer in Iceland				X		

International Labor Day	X	X	X	X	X	X
Day of declaration of Independence of Latvia		X				
Ascension Day				X		
Whit Monday				X		
Icelandic National Day				X		
Midsummer Eve/Victory Day	X	X				
Midsummer Day/St John's Day	X	X	X			
Statehood Day			X			
Commerce Day in Iceland				X		
Assumption Day			X			
Day of restoration of Independence of Estonia	X					
All Saint's Day			X			
Proclamation of the Republic of Latvia		X				
Christmas Eve	X	X	X	X		
Christmas Day	X	X	X	X	X	X
Boxing Day	X	X	X	X	X	X
New Year's Eve		X		Half day		

Contacts

Sales & Services unit

Estonia, Tallinn office (office hours: Mon-Fri: 8:45–17:30 EET):

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Latvia, Riga office (office hours: Mon-Fri: 8:30–17:30 EET):

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[Lithuania, Vilnius office \(office hours: Mon-Fri: 8:30–17:30 EET\):](#)

E-mail address: csd.lithuania@nasdaq.com

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[International customers:](#)

E-mail address: csd@nasdaq.com

Operations unit

[Customer support](#)

[Mon-Fri: 08:30 – 17:30 EET \(for LT, LV and EE\)](#)

[Mon-Fri: 09:00 – 17:30 GMT \(for IS\)](#)

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