

## FAQ

### 1. What is UBB Trade Club?

UBB Trade Club is part of the Trade club Alliance. It was created in 2015 with the idea of Banco Santander to give the opportunity for contacts between trusted business clients of the world's largest banks. UBB Trade Club is an innovative online platform for identifying and contacting potential trade counterparties.

### 2. What kind of benefits you will get for being member of the community?

The Platform offers you valuable presentations to potential business partners abroad. The platform-matching algorithm and the Community Manager offer to your company business opportunities tailored to your business interests. Thus, you can get in touch directly with more than 18,000 worldwide business counterparties also interested in growing their businesses abroad. Moreover, foreign entrepreneurs open to doing international business can contact you.

UBB Trade club contains global digital data with more than 24 000 pages with relevant commercial information (import-export figures, state and customs regulations and country and sector information, market statistics and logistical data).

### 3. Do I have to pay to use the services of UBB Trade club?

No, UBB offers to its business customers free access to all the UBB Trade Club resources.

### 4. How can I become a member of UBB Trade club?

UBB Trade Club is opened to every UBB business customer (SMEs, corporate and international companies) with interests towards foreign markets who meets certain criteria (annual turnover, credit ratings or possible negative signals). For more details and a potential registration, please contact your company's relationship manager at UBB.

### 5. What is the main language on the platform?

The platform's users are spread all over the world and for that reason the main language on the platform is English. We therefore recommend you to complete the text fields in your Business Card in English. This will increase your chances of being found and contacted by other entrepreneurs. Also, compose your first messages to foreign entrepreneurs in English, or in their respective native language. Your Community Manager speaks English.

### 6. How to be sure that I receive offers for best matches and that other member of the platform easily will find me?

Your success on the platform begins with completing your Business Card with as much as possible information. This allows both the Community Manager and our matchmaking algorithm to propose you the most relevant suggestions to find new commercial partners.

### 7. How reliable are the business partners I meet on the platform?



The companies, registered in the UBB Trade Club are clients of renowned international active banks. However, we recommend you always to do prior research on your counterpart companies to guarantee the safety of your transactions. UBB shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to damages for loss of goods, property, profits, goodwill, use, data or other intangible losses.