

Customer FAQs: Deposit account (Banca CF+/Banca Sistema)

1. Merger of Banca CF+ and Banca Sistema

What does the integration between Banca CF+ and Banca Sistema entail?

Banca CF+ has acquired control of Banca Sistema, and an integration process is underway that involves the merger by incorporation of Banca CF+ into Banca Sistema. Following the merger, Banca Sistema will be the acquiring bank, and the relationships currently held with Banca CF+ will continue with Banca Sistema without interruption.

Why was the merger with Banca Sistema initiated?

The merger marks the completion of the integration process between Banca CF+ and Banca Sistema and aims to create an integrated banking entity that leverages their respective expertise and specializations, with the goal of improving operational efficiency and progressively expanding the range of products and services offered.

When will the merger be completed?

The legal effects of the merger will take effect at 12:01 a.m. on November 7, 2026, unless a different date is specified in the merger deed¹.

What will change for me as a result of the merger?

You will not need to sign a new contract: your account will continue with Banca Sistema without interruption. The financial terms and contractually stipulated deadlines will remain unchanged, unless otherwise specified in specific communications. If you are a Banca CF+ customer, the IBAN associated with your Deposit account will change, and in some cases, the methods or login credentials for accessing digital services may change as of the merger date: you will receive specific instructions regarding this. During the migration, digital services may also be temporarily unavailable. If you have any questions, please contact Customer Service.

2. Security and Deposit Protection

Are my deposits safe?

Your deposits will remain active until their natural maturity date under the contractually agreed terms and will continue to be protected by the Interbank Fund for Deposit Protection (FITD), within the limits and under the conditions established by applicable regulations.

Will the Interbank fund's protection change?

The standard FITD coverage limit remains at 100,000 euros per depositor and per bank. However, for customers who hold deposits at both Banca CF+ and Banca Sistema, the calculation method changes: until the Effective Date, deposits held at the two banks are considered separately; from the Effective Date onward, however, deposits attributable to the same depositor will be considered in the aggregate for the purposes of applying the €100,000 limit, subject to the specific cases of enhanced protection provided for by law.

What happens if, as a result of the merger, my total deposits exceed 100,000 euros?

If, as a result of combining the deposits held at Banca CF+ and Banca Sistema, the total amount of your deposits as of the Effective Date exceeds the standard coverage limit, the law grants you—in the cases and within the limits provided for—the right to withdraw or transfer the amount exceeding the coverage level to another credit institution within three months of receiving the relevant notice, without penalty, and

¹ Effectiveness is subject to approval of the Merger by the extraordinary shareholders' meetings of CF+ and Banca Sistema and to the subsequent execution of the Merger Agreement, once the statutory period for any objections by creditors has expired (pursuant to Articles 2503 of the Italian Civil Code and 57 of the Consolidated Banking Law).

while retaining the interest and other benefits accrued up to the date of withdrawal or transfer. To understand how these rules apply to your situation and receive assistance with the procedures, please contact Customer Service.

I have a current account with Banca Sistema and a deposit account with Banca CF+. Am I covered by the FITD?

Yes. The FITD also applies to current accounts. Until the Effective Date of the merger, accounts held at Banca CF+ and Banca Sistema are considered separately. From the Effective Date onward, for the purposes of the standard limit of 100,000 euros, deposits attributable to the same depositor at Banca Sistema—including current accounts and deposit accounts, whether unrestricted or restricted—will be considered collectively. For more information on how deposit protection works, please consult the standard FITD form available in the Transparency section of the Bank's website or contact Customer Service.

Is my personal data secure?

Your personal data will continue to be processed in compliance with applicable data protection laws and the security measures adopted by the Bank. Any updates to the privacy policy related to the merger will be made available through the Bank's channels.

3. Operations and Use of Services

Do I need to take any action in preparation for the merger?

No action is required to keep your Deposit account active. However, in preparation for the migration to Banca Sistema, there will be some temporary limitations on the use of digital services:

- Starting November 2, you will not be able to make changes to your personal information or contact details (address, email, and cell phone number) or activate or modify alerts;
- From November 5 through 9, the options to reissue your initial access PIN and update your password will be temporarily unavailable;
- From November 5 through 9, access to Internet Banking and the Banca CF+ app will be temporarily suspended to allow for the migration process.

Once the migration is complete, you will be able to access Banca Sistema's digital services. To use the app, you will need to download the Banca Sistema app and follow the instructions that will be provided. If you need any assistance during the transition, please contact Customer Service.

What happens during the suspension of digital services from November 5 to 9?

To ensure the data migrates correctly, you will not be able to access or use Internet Banking or the app from November 5 through November 9. Your deposit will continue to accrue interest during this time. If you have a deposit maturing on November 9, it will be settled on November 10, and interest will be calculated up to the settlement date. If you have any questions, please contact Customer Service.

Will I still be able to access Internet Banking with my login credentials?

How you access the service depends on your status. Before the migration, you can continue to use your usual channels, subject to the temporary service interruptions that have been announced. After the migration:

- if you are already a customer of both Banca CF+ and Banca Sistema, you will use your Banca Sistema login credentials, unless otherwise notified;
- if you are a customer of Banca CF+ only, you will receive specific instructions if it is necessary to change your login or access method. Unless otherwise notified, you may use the login credentials you currently have.

Will my IBAN remain the same or change?

It depends on the type of deposit account you hold:

- if you have a Banca CF+ deposit account, your IBAN will be replaced with a new Banca Sistema IBAN. You will receive the new IBAN via a separate notification;
- if you have a Banca Sistema Deposit account, your IBAN will remain the same, and you will not receive any notification regarding this;
- if you have both a Banca CF+ Deposit Account and a Banca Sistema Deposit Account, only the IBAN associated with the Banca CF+ Deposit Account will change. The IBAN for the Banca Sistema Deposit Account will remain the same.

Will the Banca CF+ Deposit account app remain active?

Yes, the Banca CF+ app will continue to be available without any changes until November 5, 2026. From November 5 to 9, access will be temporarily suspended to allow for the migration. Once the migration is complete, you'll be able to use the Banca Sistema app, which can be downloaded from major app stores.

Will I need to register again to use the Banca Sistema app?

You will not need to register again, unless otherwise notified individually. You can log in with your existing credentials; however, if your account requires a new username or a different login procedure, you will receive specific instructions before the migration.

Will I still be able to view the documents and data in my Personal Area?

The data and documents in your Personal Area will be transferred as part of the migration to ensure their continuity and integrity. However, you will not be able to view them online during the service downtime; if you need specific documents during that time, you can download them before the migration begins.

4. Contractual Terms, Restrictions, and Transactions

What happens to existing restrictions? Will the terms of the deposits change as of the merger date?

The merger, in and of itself, does not alter the financial terms of existing deposits: the applicable interest rates and related terms will remain unchanged until their natural maturity, except as may be specifically communicated in the cases provided for by law and the contract.

Will my contracts remain valid?

Yes. Existing contracts will continue seamlessly with Banca Sistema, and it will not be necessary to sign them again.

Does the merger change how interest is credited or how my deposits are repaid?

The procedures set forth in your contract for the crediting of interest and the repayment of funds upon maturity will remain unchanged, subject to the provisions regarding any maturities that coincide with the technical migration window.

Will my holding current account remain the same?

Yes. Your linked account will remain unchanged, and you will not need to update it.

Do I need to update any recurring transfers to my Deposit account?

Yes. If you have set up recurring transfers from your linked account to your Banca CF+ Deposit account, you'll need to update the destination IBAN using the new IBAN that will be provided to you.

What happens if I make a transfer to the old Banca CF+ IBAN?

Until November 30, 2026, transfers made to the previous Banca CF+ IBAN will be routed to your Deposit account. After that date, transfers made to the old IBAN will be rejected and credited back to the originating account. We therefore recommend that you use the new IBAN as soon as you receive it.

5. Banca Sistema Products

If I'm already a Banca Sistema customer, will my deposit account become an operational account?

No. The Banca Sistema Deposit Account will retain its current operating procedures and will continue to be available for informational purposes, with no changes to the terms and features currently in place.

6. Support and Contacts

Who can I contact for clarification?

You can contact Customer Service at 800 545 999, available daily from 6 a.m. to midnight. For information on the merger, migration, IBAN, access to digital services, or deposit protection, Customer Service representatives can assist you and direct you to the appropriate channel. The official channels listed on the Banca CF+ and Banca Sistema websites also remain available.