

## **Directory – Malta Head Office**

**Version: July 2019**

Sparkasse Bank Malta public limited company (the “**Bank**”) is a public limited liability company registered under the laws of Malta, with registration number C27152 and with registered office and Head Office at 101 Townsquare, Ix-Xatt Ta’ Qui-Si-Sana, Sliema SLM 3112, Malta.

Website: [www.sparkasse-bank-malta.com](http://www.sparkasse-bank-malta.com)

### Contact details

Postal address: 101, Townsquare, Ix-Xatt Ta’ Qui-Si-Sana, Sliema, SLM3112, Malta

Telephone: (+356) 2133 5705

E-mail addresses:

#### **Account opening and customer relationship management**

[frontoffice@sparkasse-bank-malta.com](mailto:frontoffice@sparkasse-bank-malta.com)

- On-boarding of Customers;
- Customer relationship management;

[middleoffice@sparkasse-bank-malta.com](mailto:middleoffice@sparkasse-bank-malta.com)

- Changes in details regarding Customer, Signatory or User;

[fatca@sparkasse-bank-malta.com](mailto:fatca@sparkasse-bank-malta.com)

- Enquiries regarding FATCA;

[crs@sparkasse-bank-malta.com](mailto:crs@sparkasse-bank-malta.com)

- Enquiries regarding CRS;

#### **Online Services and the Spar Key App**

[online@sparkasse-bank-malta.com](mailto:online@sparkasse-bank-malta.com)

- Support and assistance regarding the Online Services;
- Notifications related to the Online Services (e.g. fraudulent or unauthorised use, breaches, security issues);

[spar.key@sparkasse-bank-malta.com](mailto:spar.key@sparkasse-bank-malta.com)

- Un-blocking of the Online Services or the App;
- Support and assistance regarding the App;
- Notifications related to the App (e.g. loss, theft or misappropriation of a Device, unauthorised use of the App or disclosure of security credentials);
- Notifications regarding Account Information Service Providers (AISPs) and Payment Initiation Service Providers (PISPs), also referred to as Third Party providers (TPPs) (e.g. fraudulent or unauthorised access, withdrawal of consent)

#### **Payment and other banking services**

[payments@sparkasse-bank-malta.com](mailto:payments@sparkasse-bank-malta.com)

- Support and assistance regarding Payment Transactions and payment services;
- Notifications related to payment services (e.g. incorrect or defective execution; loss, theft or

unauthorised use of a Payment Instrument; request for rectification);

- Information on breakdown of Charges;
- Notification of objection to changes to the Agreement (including Banking Terms, OS Terms and User's Terms);
- Closure of Account(s) and notice of termination of the Agreement (including Banking Terms, OS Terms and User's Terms);

### **Investment services**

[privatebanking@sparkasse-bank-malta.com](mailto:privatebanking@sparkasse-bank-malta.com)

- Investment advisory and non-advisory services;
- Notification of objection to changes to the Investment Terms;
- Closure of a Portfolio Account and notice of termination of the Investment Terms;

[tradedesk@sparkasse-bank-malta.com](mailto:tradedesk@sparkasse-bank-malta.com)

- Instructions for trade execution in securities and FX trades;

[settlements@sparkasse-bank-malta.com](mailto:settlements@sparkasse-bank-malta.com)

- Instructions for settlement of transactions in securities;

[corp.actions@sparkasse-bank-malta.com](mailto:corp.actions@sparkasse-bank-malta.com)

- Instructions regarding corporate actions related to securities;

[collateral@sparkasse-bank-malta.com](mailto:collateral@sparkasse-bank-malta.com)

- Collateral management concerning FX derivative transactions;

### **Custody and depositary services**

[custody@sparkasse-bank-malta.com](mailto:custody@sparkasse-bank-malta.com)

- Custody and depositary services;

### **Data protection and privacy**

[dataprotection@sparkasse-bank-malta.com](mailto:dataprotection@sparkasse-bank-malta.com)

- Enquiries regarding data protection;
- Request to exercise data subject's rights;
- Withdrawal of consent for the processing of personal data for the provision of payment services (notice of termination);

[dpo@sparkasse-bank-malta.com](mailto:dpo@sparkasse-bank-malta.com)

- Communications with Data Protection Officer;

### **Complaints**

[compliance@sparkasse-bank-malta.com](mailto:compliance@sparkasse-bank-malta.com)

- Filing of a complaint;

### **Other**

[enquiries@sparkasse-bank-malta.com](mailto:enquiries@sparkasse-bank-malta.com)

- Enquiries regarding the Bank's services;

[info@sparkasse-bank-malta.com](mailto:info@sparkasse-bank-malta.com)

- General enquiries.