

V. 08.10.2024

### **AI Chatbot Terms of Use**

1. You are about to connect to an AI Chatbot which is based on Open AI chat GPT technology. This is an artificial intelligence automated communication tool which is accessible from Dukascopey Bank regular Connect chat, website or mobile application and which assists users by providing information on general inquiries regarding products and services of Dukascopey Bank.
2. The AI Chatbot will allow you to interact with an artificial intelligence empowered by a third part provider and your request will be processed and answered not by a Dukascopey customer support agent, but by an external AI engine.
3. The use of the AI Chatbot is entirely at your risk. All the answers and information provided by the Chatbot, is provided AS IS, for information purposes only and should be construed in no event as a Dukascopey Bank's opinion, offer, piece of advice e.g. of investment, fiscal or legal nature or recommendation to buy or sell a particular financial instrument or to engage in any transaction whatsoever.
4. By using the Chatbot you unconditionally understand and accept:
  - 4.1. that Dukascopey Bank has the right without having the obligation to monitor, record, and document all your interactions with the Chatbot;
  - 4.2. the following restrictions and limitations:
    - 4.2.1.the answers may not be absolutely precise, correct, or relevant. Dukascopey Bank does not guarantee the accuracy, completeness or legal compliance of the answers and information provided by the Chatbot;
    - 4.2.2.the Chatbot does not have the access to your accounts and statements;
    - 4.2.3.the Chatbot shall not be used for the conducting of financial transactions or for the use of financial services or as support service in relation to any issue with your account;
    - 4.2.4.the Chatbot is using a third party technology which is outside Dukascopey Bank's secure and confidential environment where any input data is not protected by banking secrecy and may be recorded by third parties without Dukascopey Bank's control.
5. The responses provided by the Chatbot is not and shall not be considered as a response or opinion expressed by Dukascopey Bank, its agents, employees, Directors or shareholders.
6. You are advised to confirm or verify the information/answers provided by the Chatbot by consulting Dukascopey's official website or through support chat.
7. You shall not share with the Chatbot any personal or sensitive information (including, but not limited to your personal identification data, contact information, financial information, background and source of funds, marital status, etc.) or login information (access codes that may include your PIN code, login, password, etc.).
8. Dukascopey Bank or any of its officers, Directors, employees, agents, subsidiaries or affiliates shall not be liable in case of any losses, taxes, expenses, costs and liabilities whatsoever including legal fees (present, future, contingent or otherwise) that may be incurred by you or any party as a result of your use of or inability to use the Chatbot.
9. By accessing and using the Chatbot you acknowledge and accept that the Chatbot may contain or suffer software bugs, errors and other technical flows.
10. Dukascopey Bank reserves the right to restrict the use of the Chatbot at any time without prior notice, including in the case of violation of these Terms of Use.
11. Dukascopey Bank shall have the right to amend the Terms of Use at any time without prior notice.

#### **Dukascopey Bank SA**

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