

# **BANDENIA FIDUCIARY MANAGEMENT LTD**

Annual report and financial statements
Year ended 30 June 2014



### **BANDENIA FIDUCIARY MANAGEMENT LTD**

Registered Office: 126 Wigmore Street, Ground Floor, London W1U 3RZ, Registered in England and Wales No: 06016301. Main Administrative Office & Swift Department Calle Chile No.4, Edificio I, Oficina No.8, 28.290 Las Rozas de Madrid, Madrid, Spain.

President & Ceo Vicepresident & Ceo

Secretary

Mr. José Miguel Artiles Mr. Mariano Boria Zaragoza Mrs. Monica Masia Lizana

Registered Office

126 Wigmore Street Ground Floor London

United Kingdom W1U 3RZ

Main Office

Main Administrative Office for the Head Group

C/Chile No.4, Edificio I, Oficina No.8 28.290 Las Rozas de Madrid

Madrid Spain

**Business Office** 

Main Administrative Office

C/Chile No.4, Edificio I, Oficina No.8 28.290 Las Rozas de Madrid

Madrid Spain

Main Office Legal Department

Head of the Commercial Ligation and Dispute Resolutions Department

C/Chile No.4, Edificio I, Oficina No.26

28.290 Las Rozas de Madrid

Madrid Spain

Registered in England and Wales Number

06016301

Web page

www.bandenia.com

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#### Company overview

Bandenia Fiduciary Management Ltd is part of a modern financial corporation, solid, strong and is constantly growing. We are a wholly owned subsidiary of Bandenia Financial Group, one of United Kingdom's largest nonbank financial institutions. The ultimate parent company, Bandenia Group, is a global supplier of financial services.

Bandenia Fiduciary Management provides finance and related products and services in a variety of sectors. We focus on markets where we can provide value adding expertise, aiming to offer a tailor made solution that matches the requirements of the customer. We develop and deliver our products and services through the following specialist business units: Bandenia Business Finance, Bandenia Securities Services, Bandenia Financial Services and Bandenia financing of investees.

Bandenia Fiduciary Management typically finances companies in different sectors with mission of to stimulate the creation, growth and consolidation of the companies by actively participating in the funding of viable and innovative business projects and by motivating the risk capital market.

Our different divisions are financing via different types of financial instrument, credit lines and other types of financial products.

Our Values are, administrative transparency, neutrality and objectivity, personalized service, respect for confidentiality, flexibility and adaptability with regard to business needs, specialized technical support and sustainable management and our core strategies are risk finance support for entrepreneurs and companies, support for the development of the risk capital market, strengthening risk management and portfolio follow-up and the search for managerial excellence.

#### REPORT OF THE DIRECTORS

The directors present their report with the accounts of the company for year ended 30 June 2014...

#### PRINCIPAL ACTIVITY

The principal activity of the company continued to be that of financial and commercial lending, mainly equity loans, mortgage confirming, factoring, discounting and/ or payment of commercial paper (checks, promissory notes, etc.), finance and loans to companies, management and provision of guarantees, joint investments projects, provision of financial guarantees.

### **BUSINESS ACTIVITY**

The director considers that the result of the company operations were satisfactory and expects further suitable progress.

The company continues its policy of being progressive and proactive in the market as well as adapting to the changing market and compliance environment. This is against a background of core product focus.

The excellent progress we have made during the year would not have been achieved without the hard work and dedication of our staff and my fellow directors. I thank them all for their efforts.

### FINANCIAL AND INDUSTRIAL ACTIVITY

The presence of Bandenia, in these particular sectors are largely in investments activity in companies of various volumes, size and activities, located in prominent areas of the various markets in which it invests.

The business activities is based on the planning and creation of value, to be positioned in various sectors, seeking to optimize performance and managing all aspects that make up the activities of such subsidiaries, to achieve stability, commercial and financial, to support its growth.

### **OPERATIONAL ORGANISATION**

The group's operations have been organized into five business units, (supported by group shared service functions), servicing three separate markets: business finance, industrial finance and securities.

### **GROUP BUSINESS REVIEW**

In the last year the fragile Europe economy finally limped out of a long period of recession. The economic environment characterized by low interest rates, low company taxes and wage stability has not been sufficient to fuel strong economic growth. The economy has been held back by the effect of rising commodity prices, household earnings rising less than the rate of inflation, limited access to capital and the desire to reduce government expenditure. The low interest rate trading environment has been favourable for Bandenia Fiduciary Management Ltd as we have maintained access to capital and continued to lend and invest in assets in the Europe. Supporting our customers and strategic partners during the period of sustained economic decline has enabled us to increase total assets,

In this year, Bandenia Fiduciary Management has grown, it has strengthened and has fared well and emerged strongly as a result of a business strategy established well before the current crisis, and a high credit quality customer portfolio, and strong operational management.

During the year the Group's activities have been managed in accordance with three clear strategic objectives the protection of the embedded value of the business by close management of the loan portfolio, the development of new sources of recurring income using the skills and resources of the business, and positioning the business to enable new lending to recommence when funding capacity returns to me market at commercial terms.

### REPORT OF THE DIRECTORS (cont'd)

#### Group business review (cont'd)

Our success in an apparently difficult trading environment is attributable largely to our exceptional business model and our very experienced, professional team of people.

The company has followed the market recommendations of prudency in the investments, as the Accounting year has been one of the most complicated for the international financial sector.

Our criterion with aggressive expansion of the company, the opening of new markets, the growth of our business, as well as new investments, best conditions, have been added to our balance sheet, which resulted in an excellent capacity available cash for the new fiscal year begins.

We can proudly say that Bandenia is consolidating as a financial commitment of a group of people that with strength and hope to have achieved a company for all.

The companies is the motor of de economy to all countries and we believe we can provide a funding model different from normal banking business.

In the area of the participative control of the companies, to promote this new business area, Bandenia created specialized divisions.

# **BRANCH OPERATIONS**

During 2014, the company is making a major expansion plan by creating a network of agencies and agents using the franchise system of international business, with the sole objective to expand its operational presence in many countries through a network agents and representatives.

The company has established and consolidated its expansion plan during 2012 to 2014. A shareholder proposal is being defined a new expansion plan that will include the purchase of several companies to reach wider market share in different countries to achieve this target of Bandenia group endowed Bandenia Asset Management to a major capital increase that will occur during the period 2015-2016.

### **RESULT OF THE BUSINESS**

The results for the year are set out in the Profit and Loss Account. The Retained profit/loss will be transferred/written off to Reserves.

#### OUTLOOK

The company, has significantly strengthened its position during the year and enters the new financial year well capitalized, with shareholders' fund, the loan portfolio match funded to maturity and a strong cash position. We have remained profitable in a year when many of our competitors have failed, retaining a highly competent management team that has dealt effectively and successfully with the difficult economic and trading conditions encountered in recent years. Whilst recovery from the recession is likely to be slow, with Europe unemployment likely to continue to rise and the possibility of further reversals occurring in the company's market, the Bandenia Fiduciary Management has strong foundations to underpin future growth and we are ready to face with confidence the challenges in advancing the Bandenia Fiduciary Management prospects to add further value for shareholders.

### **ENVIRONMENT**

The company has an environment policy and acknowledges that environmental considerations form an integral part of its corporate social responsibility. The company wide environment committee meets to discuss ways in which the business units can both contribute more to their local environments by getting involved in local initiatives and also to look at ways of promoting environmental well-being amongst the staff on each site. The key focus of the committee has been on recycling, conservation projects, awareness campaigns and reducing CO2 emissions particularly within the company's own, and its customers', vehicle fleets. Employees are actively

Bandenia Fiduciary Management Ltd Annual report and financial statements

Year ended 30 June 2014

encouraged to ensure conservation of energy and resources through awareness campaigns and positive action groups.

#### **DIRECTORS**

The director who served during the period are as shown below:

J. M. Artiles President & Group Ceo
M.Boria Zaragoza Vice-President & Ceo

Gonzalo S.Punturo Investments Director of South America and Caribbean

M. Masia Lizana Secretary and Administrative Office Manager E. Lozano Fernández Supervision Department and Controller

G. Llorente Director of Operations
C. F. Denia Corporate Director
B. Finanzia EDE Corporate Director
Bandenia Corporate Director

#### **DIRECTORS' RESPONSABILITIES**

The directors are responsible for preparing the Annual Report and the financial and the financial statement in accordance with applicable law and regulations.

Company law requires the directors to prepare the group and parent company financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and the company and of the profit or loss of the group for that period.

In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and apply them consistently.
- 2. Make judgments and accounting estimates that are reasonable and prudent.
- 3. State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements and.
- 4. Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping padequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and the group and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

José Miguel Artiles

President & Ce

M.Masia Company Secretary 30 June 2014

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# Bandenia Fiduciary Management Ltd Annual report and financial statements Year ended 30 June 2014 Profit and Loss Account for the Period ended 30 June 2014 For the year ended 30 June 2014

	Note	2014	2013
		€EUR	€EUR
Revenue	<u>3</u> ·	1.033.487,36	782.945,00
Finance costs		349.727,03	275.375,60
Depreciation on operating leased assets		0,00	0,00
Other cost of sales	4	547.983,98	431.484,20
Cost of sales		897.711,01	706.859,80
Gross loss/profit		135.776,35	76.085,20
Depreciation of fixed assets		0,00	0,00
Bad debts impairment charge		0,00	0,00
Administrative expenses	11	129.318,92	102.634,10
Operating Profit/Loss		6.457,43	(-) 26.548,90
Interest Receivable and Similar Income	•	80.855,00	78.120,80
Interest payable		65.681,99	45.612,80
Profit/Loss on Ordinary Activity before Taxation		21.630,44	5.959,10
Taxation on Ordinary Activity		4.542,42	1.251,48
Loss/Profit for the Financial Period after Taxation	9	17.088,02	4.707,62
Dividend Paid or Proposed		0,00	0,00
Profit after tax		17.088,02	4.707,62

# Balance Sheet as at 30 June 2014

Statement of final position

### As at 30 June 2014

### **Assets**

Assets					
	Note		30.06.2014		30.06.2013
		€EUR	€EUR	€EUR	€EUR
Non current assets	-	······		<u> </u>	
Tangible assets	5		0,00	<del></del>	0,00
Investment in subsidiaries	5		0,00		0,00
	5		0,00		0,00
Property, plant and equipment			0,00		
Long term financial investment	5		27.893.942,00		26.265.483,00
Long term deposits	5		6.374.114,00		6.002.000,00
Loans to Group undertaking	5		882.323,00		830.843,00
Total non current assets			35.150.379,00		33.097.326,00
Current assets					
Loans and receivables	6	5.723.990,00		5.300.000,00	
Held to maturity investments	6	0.00		0.00	
Available for sale	6	0,00		0,00	
Debtors (Group Companies)	6	1.879.367,12		1.592.684,00	
				326.904,74	
Other Debtors	6	385.742,60			
Public entities	6	0,00		0,00	
Temporary Financial Inversions	6	1.840.232,42		1.559.519,00	
Cash and cash equivalents	6	1.759.361,12		1.490.984,00	
Total current assets		11.588.693,26		10.270.091,74	
Creditors:					
Amounts falling due within one year.					
Debenture loans	7	0,00		0,00	
Bank loans	7	0,00		0,00	
Group companies	7	1.721.598,02		1.358.395,73	
Other creditors	7	1.297.503,26		1.029.764,43	
Corporate Tax	7	8.882,96		7.049,96	
Amounts owned by Group undertaking.	7	0,00		0.00	
Total current assets		3.027.984,24		2.395.210,12	
Net current, Assets/ (Liabilities)			8.560.709,02		7.874.881,62
Total assets less					
Current liabilities					
Creditors:	7		0,00	0.00	
	1		0,00	0,00	
Amounts falling after more than one year					
	·				
Total Assets less Current Liabilities			43.694.000,00		40.967.500,00
Net Assets			43.694.000,00		40.967.500,00
Capital and reserves					
Share Capital	8		43.694.000,00		40.967.500,00
Share premium account	8		0,00		0,00
Retained earnings	8		0,00		0,00
General Reserve	8		0,00		0,00
Reserve for own shares	8		0,00		0,00
Other reserves					0,00
	8		0,00		
Profit and Loss Account	9		17.088,02		4.707,62
Total Equity, Shareholder's Funds	10		43.711.088,02		40.972.207,62

### **AUDIT EXEMPTION:**

For the year ending 30st June 2014 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities,

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparations of accounts

The financial statements have been prepared in accordance with the special provisions applicable to companies subjects to the small companies' regime.

The financial statements were approved by the board, authorized for issue on 30 June 2014 and signed on its behalf by:

Miguel Artiles

M. Boria Zaragoza

Vicepresident & Ceo

#### 1. General information

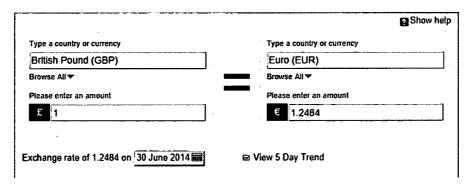
Bandenia Fiduciary Management Ltd is a limited company incorporated in the United Kingdom. The address of the registered office is given at the end of this report. The nature of the group's operations and its principal activities are set out in note 3. The group's directors are of the opinion that the financial statements present fairly the financial position, financial performance and cash flows for the year ended 30 June 2014.

#### 2. Significant accounting policies

#### (a) Basis of preparation

The financial statements have been prepared under the historical cost convention as modified by the revaluation of certain fixed assets and in accordance with the Financial Reporting Standard for Smaller Entities effective June 2000),

The used currency rate at 30st June 2014 is 1GBP = 1.2484 Euros



### (b) Revenue recognition

Revenues of the company are obtained as a result of the financial intermediation, commissions and interests of the financial operations that Bandenia Fiduciary Management granted and authorized at the customers.

Also the company during the period was receiving commissions for negotiating guarantees, interests on financial investments and other financial instruments.

Revenue is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

#### (c) Investment in subsidiaries

Investments in subsidiaries are stated at cost. The carrying amounts of these investments are reviewed annually and written down for impairment where considered necessary.

### (d) Financial assets

Financial assets are recognized and derecognized on trade date and are initially measured at fair value. Financial assets not at fair value through profit and loss are initially measured at fair value plus transaction costs.

Subsequent to initial recognition investments in subsidiaries are measured at cost.

Financial assets are classified as either financial assets 'at fair value through profit or loss', 'held to maturity investments', 'available for sale' or 'loans and receivables'. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. The group has no financial assets in the 'held to maturity investments' or 'available for sale' categories.

### (e) Loans and receivables

Trade receivables, instalment finance agreements and other loans and advances that have fixed or determinable payments that are not quoted on an active market are classified as loans and receivables. Loans and receivables are measured at amortized cost using the effective interest rate method less impairment. Interest is recognized by applying the effective interest rate, except for short term receivables when the recognition of interest would be immaterial.

### 2. Significant accounting policies (cont'd)

#### Loans and receivables (cont'd)

Amounts included in the statement of financial position under loans and receivables that represent amounts due from lessees under finance lease/hire purchase agreements are recognized in accordance with the company's accounting policy.

The effective interest rate method is a method of calculating the amortized cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, or, where appropriate, a shorter period to the net carrying amount of the financial asset.

## (f) Financial liabilities

Financial liabilities are shown on the balance sheet at either fair value and revalued through the profit and loss account ('fair value through profit and loss') or at amortized cost including expenses ('other financial liabilities').

# (g) Foreign currency translation

The presentational and functional currency of the group's subsidiaries, as well as the parent company, is "€EURO, European Community", which is the currency of the primary environment in which the group operates. Transactions in currencies other than European Community are recorded at the rates of exchange prevailing on the dates of the transactions. At each reporting date, monetary assets and liabilities that are denominated in foreign currencies are retranslated at the rates prevailing on the reporting date. Exchange differences arising on the settlement of monetary items, and on the retranslation of monetary items, are included in the income statement for the period.

### (h) Taxation

Current tax payable is based on taxable profit for the year, which differs from profit before tax as reported in the income statement because it excludes items of income or expense that are either taxable or deductible in future years or never

taxable or deductible. The group's liability for current tax is calculated using tax rates that have been enacted or substantively enacted by the reporting date.

# (i) Dividends

Dividends proposed by the board of directors and unpaid at year end are not recognized in the financial statements until they have been approved by shareholders at the Annual General Meeting.

### (j) Other provisions

Provisions are recognized when the company has a present obligation (legal or constructive) as a result of a past event and it is probable that an outflow of resources embodying economic benefits will be required to settle it and a reliable estimate can be made of the amount. The expense relating to any provision is presented in the income statement net of any reimbursement.

### (k) Cash and cash equivalents

Cash and cash equivalents disclosed in the cash flow statement consist of cash on hand, deposits held on call with banks and other short term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown in current liabilities on the statement of financial position.

### (I) Termination benefits

Termination benefits are payable when employment is terminated by the group before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The company recognises termination benefits when it is demonstrably committed to either: terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal; or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

Benefits falling due more than 12 months after the reporting date are discounted to their present value.

### **Notes to the Financial Statements**

#### 3. Revenue

Revenues of the company are obtained as a result of the financial activities, the cost of sales are financial costs, exterior services, taxes and charges for financial operations, financial instrument and other type of financial vehicles. The company during the period was receiving commissions for negotiating guarantees, interests on financial investments and other financial instruments.

	2014	2013
	€EUR	€EUR
Instalment finance	279.043,66	211.395,50
Hire purchase agreements	0,00	0,00
Other financing activities	165.356,00	125.271,80
Insurance activities	0,00	0,00
Fees and commissions	589.087,70	446.277,70
Total revenue	1,033,487,36	782.945.00

#### 4. Other Cost of sales

As company has revenues from financial activities, the cost of sales are financial costs, exterior services, taxes and charges for negotiating guarantees.

	2014	2013
	€EUR	€EUR
Commission expense	317.830,40	250.260,20
Commission expense	43.839,28	34.518,50
Impairment of operating leased assets	0,00	0,00
Inventory and other expenses	186.314,30	146.705.50
Total other cost of sales	547.983,98	431.484,20

### 5. Investments

	2014	2013
	€EUR	€EUR
Tangible assets	0,00	0,00
Investment in subsidiaries	0,00	0,00
Property, plant and equipment	0,00	0,00
Long term financial investments	27.893.942,00	26.264.483,00
Long term deposits	6.374.114,00	6.002.000,00
Long to group undertaking	882.323,00	830.843,00
Total Investments	35.150.379,00	33.097.326,00

### Note:

The long term financial Investments are bonds, shares, promissory note and deposits.

The different types of financial instrument are divided in Asset-Backed Securities, Stocks, Securities and Corporate bond.

Loans to group undertaking are loans with a maturity for 5 years.

### 6. Debtors

	2014	<u>2013</u>
	€EUR	€EUR
Loans and receivables	5.723.990,00	5.300.000,00
Held to maturity investments	0,00	0,00
Available for sale	0,00	0,00
Debtors (Group Companies)	1.879.367,12	1.592.684,00
Other Debtors	385.742,60	326.904,74
Public entities	0,00	0,00
Temporary Financial Inversions	1.840.232,42	1.559.519,00
Cash and cash equivalents	1.759.361,12	1.490.984,00
Total current assets	11.588.693,26	10.270.091,74

# Notes to the Financial Statements (cont'd)

#### 7. Creditors

. Orcators		
	<u>2014</u>	2013
	€EUR	€EUR
Creditors Amounts falling due within one year		
Debenture loans	0,00	0,00
Bank loans	0,00	0,00
Group companies	1.721.598,02	1.358.395,73
Other Creditors	1.297.503,26	1.029.764,43
Corporate Tax	8.882,96	7.049,96
Amounts owned by Group undertaking.	0,00	0,00
Total Creditors Amounts falling due within one year	3.027.984,24	2.395.210,12
Creditors Amounts falling after more than one year		
Provisions for other liabilities and charges	0,00	0,00
Bank Loans	0,00	0,00
Group Companies	0,00	0,00
Total Creditors Amounts falling after more than one year	0,00	0,00

8. Share Capital

	2014	2013
	€ĘUR	€EUR
Authorised:		
35.000.000,00€ ordinary shares of £1 each	43.694.000,00	40.967.500,00
Allotted, called up and fully paid:		
35.000.000,00€ ordinary shares of £1 each	43.694.000,00	40.967.500,00
Total Share Capital	43.694.000,00	40.967.500,00

**Note:** (\*) The difference in capital of the company from one accounting period to another, is not that the company has made changes or adjustments of capital is due to the value of the conversion or exchange GBP to EUR at the closing date of June 30.

# Statement of Capital

Currency:		GBP			
Number of s	hares issued	35.000.000,00			
Total aggreg	ate value of shares issued:	35.000.000.00			
Prescribed p	particulars:	Each share is entitled to one vote in any circumstances.			
Issued Shar	e Capital Details:		•		
Class of	Number of shares issued	Amount paid up on	Amount unpaid on	Aggregate nominal value of	
share		each share	each share	issued shares	
Ordinary	35.000.000,00	<u>1</u>	0	35.000.000,00	

### 9. Statement of Movement on Profit and Loss

	2014	_2013
	€EUR	€EUR
Loss/Profit for the period after taxation	17.088,02	4.707,62
Other recognised gains for the year	0,00	0,00
Net change to profit and loss account	17.088,02	4.707,62
Balance brought down		
Balance carried down	17.088,02	4.707,62

### 10. Reconciliation of Movement in Shareholders' Funds

	2014	2013
	€EUR	€EUR
Transfer to/from general reserve	0,00	0,00
Loss/Profit for the period after taxation	17.088,02	4.707,62
New Share Capital Subscribed	43.694.000,00	40.967.500,00
Opening shareholders' funds	0,00	0,00
Closing shareholders' funds	43.711.088,02	40.972.207,62

11. Administrative expenses and auditors' remuneration

	<u>2014</u>	2013
	€EUR	€EUR
Employee benefits	75.005,00	59.527,70
Other staff related	29.743,82	23.605,10
Premises and office	9.052,10	7.184,60
Goodwill write off and customer lists amortisation	0,00	0,00
Marketing	6.465,50	5.131,70
Auditors' remuneration	0,00	0,00
Audit services	0,00	0,00
Other services	0,00	0,00
Other professional	9.052,50	7.185,00
Other	0,00	0,00
Total	129.318,92	102.634,10

# **Company information**

Bandenia Fiduciary Management Ltd is member of the Bandenia Group. Copies of the financial statements of this company can be obtained from: Calle Chile No.4, Edificio I, Oficina Nol8, 28.290 Las Rozas de Madrid, Madrid, Spain.

### **HEADQUARTERS AND PRINCIPAL OFFICES**

Registered Office	<ul> <li>126 Wigmore Street</li> <li>Ground Floor</li> <li>London W1U 3RZ</li> <li>United Kingdom</li> </ul>	Main Administrative Off.  Main International & Swift Operations of The Group	C/ Chile Nº 4, Edificio II, Oficina 8 28290 Las Rozas de Madrid Madrid Spain
Telephone	: (+) 44 (0) 203 5145 989 (+) 44 (0) 203 5145 917	Telephone :	902 543 000 (+) 34 916 308 768
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Overseas	: (+) 1 425 968 9541	Customer Services	• •
Telex	: 479981 BANBP G 410397 BBPFI G	Telephone  Free call from UK  Free call from Spain	902 543 000 900 858 410 900 858 420
Swift Code	: BPRVGB31	Swift Code :	
website	www.bandenia.com	Email :	info@bandenia.com idlondon@bandenia.com

### **HEAD OFFICE & MAIN ADMINISTRATIVE OFFICES DEPARTMENTS**

Existing customer From outside the UK, call us on	(+) 34 902 910 501 (+) 34 902 910 502	Accounts Department General Adm Department	Email ID: acc@bandenia.com Email ID: gad@bandenia.com
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BBP Banca New York	(+) 1 646 513 2849	Investors Relations Centre	Email ID: inrc@bandenia.com
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Executive & Administrative Officers	(+) 34 902 910 503	Insurance Division	Email ID: insurancediv@bandenia.com
Funds and investment Management Division	Fax No: (+) 34 911 849 990 Email ID: fimits@bandenia.com	Retail Financial Department	Email ID: corbd@bandenia.com
International Payment Services Division	(+) 34 911 881 557 Fax No: (+) 34 911 414 339 Email ID: payint@bandenia.com	Inspection Department	Email ID: ins@bandenia.com
Cash Management Services Centre	Fax No: (+) 34 911 817 541 Email ID: cms@bandenia.com	Security Department	Email ID: sec@bandenia.com
Treasury & International Financial Dept.	Fax No: (+) 34 911 414 339 Email ID: dforex@bandenia.com	Swift Operations Department	Email ID: swift.int@bandenia.com
Head of the Commercial Litigation & Dispute Resolutions	Email ID: legal.departament@bandenia.com	Complaints Department	Email ID: comp@bandenia.com

