



Nasdaq CSD Operations and Services Guide

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[Approved]

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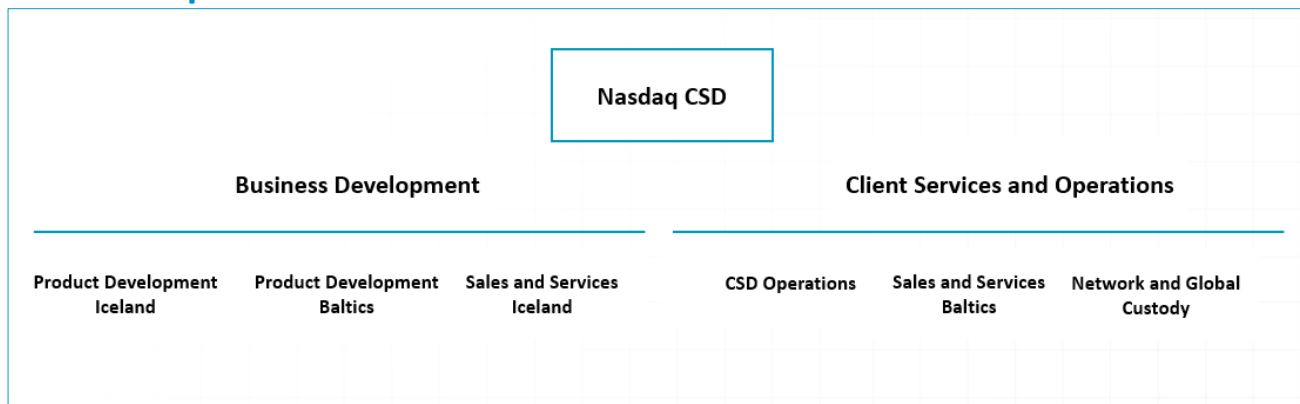
General

Services to local market participants and foreign customers are provided by 3 units of Nasdaq CSD – (i) **Sales and Services in Baltics** (Latvia (LV), Lithuania (LT) and Estonia (EE)), (ii) **Sales and Services in Iceland** and (iii) **Operations** (all four countries are served centrally).

Sales and Services units in Estonia, Latvia, Lithuania and Iceland are acting as the first line support to existing and new customers with regards to non-operational and non-technical matters, e.g. application and other document processing, consultation about the services of the Nasdaq CSD, supporting local and international stakeholders in accessing post-trade services in all 4 markets.

Operations unit is responsible for handling participants and issuers requests related to operational processing of securities and cash settlement instructions in the CSD Core system and TARGET2-Securities system, for ISK settlement, monitoring of securities and cash transfers between the accounts of participants of the Nasdaq CSD for Stock Exchange and OTC transactions, configuration of roles and related items in the systems of the Nasdaq CSD as well as for participants' testing activities in the CSD Core system.

Nasdaq CSD business structure



Scope of Sales & Services	Scope of Operations	Scope of Product Development	Scope of Network and Global Custody
Account management of Issuers & Participants	Instrument and Participant management	Analysis of business opportunities	Agent Management
Service Portfolio management	Central database management	Product development: from design to launch	Network Expansion
Sales	Securities settlement operations (TARGET2-Securities (T2S) and non – T2S)	Sourcing funding for new initiatives infrastructure development	
Handling applications of new instrument registrations, Corporate Actions & other services	Corporate Actions & other asset servicing operations, including tax services related to corporate actions	M&A and partnership initiatives	
Pension operations (LV & EE)	Ancillary service operations (e.g. shareholder lists)		
Registrar services (LV)	Saving notes (LT)		

Saving notes (LV)	Operational compliance		
Tax services related to corporate actions	On-boarding of new services/ system releases and customer support		
LEI service	First line support		

Customer groups

Participants

Sales and Services unit:

Onboarding of new Nasdaq CSD Participants (Account Operator, Cash Agent, Issuer Agent, Fund Administrator, Foreign CSD):

- Meeting with the representatives of interested entity
- Consultation via phone, e-mail or onsite on Participation arrangements
- Signing of Participation Agreement, Application to become a participant of the Nasdaq CSD and various technical forms
- Renewal of lists of authorized representatives
- Termination of participation at the Nasdaq CSD

Requests related to the Nasdaq CSD statistics and reports

Requests related to the Nasdaq CSD price list and invoices

Nasdaq CSD website (www.nasdaqcsd.com) content information, including maintenance of Secure Portal

II and III pillar pension services in Estonia

Business ownership of the Estonian pension systems

- EPIS
- IRIS

Operations unit:

Configuration of the Participants in the CSD Core system including users maintenance

Corporate Actions processing

Central maintenance and account management services

Investor CSD services through the link with Clearstream Banking Luxembourg

Cash management in Target 2 and commercial banks

Settlement of securities transactions in ISK in Icelandic Central Bank

T2S and non-T2S settlement (Lithuanian Saving Notes, USD currency settlement)

Processing of statistics, reports and billing

Testing related activities in the CSD Core and other systems

First line support

ESIS ID technical service allowing to provide shareholders identification responses to foreign issuers

Business ownership of Core and surrounding systems

- Core CSD System (Depend, Depend A2A) including T2S connectivity, Hubble and Baltic member Message Hub (BMMH)T2S, TARGET2, SWIFT and other external systems

Issuers

Sales and Services unit:

Onboarding of Issuers

- Meeting with the representatives of interested entity
- Consultation via phone, e-mail or onsite on participation arrangements
- Signing of Issuer Agreement and various technical forms
- Renewal of lists of authorized representatives

Registration and maintenance of securities issues

- Handling of application documents and forms
- Sending of confirmation letter upon registration of new issue
- Pre-emptive rights mark application processing (applicable to Estonian companies)
- Pledging mark application processing (applicable to Estonian companies)

Corporate Action services

- Corporate Action application processing
- Forwarding of tax related information (calculations) from Issuer to Account Operator (applicable to Latvian companies)
- Consultation via phone, e-mail or onsite
- Restrictions

Shareholder lists

- Handling of application form in case shareholder list processing system ESIS is not used by the Issuer
- Review and handling of applications for access to ESIS through GUI or A2A (applicable to Icelandic companies)

Queries regarding Nasdaq CSD invoices

Maintenance of non-listed company Shareholder register (applicable to the Latvian companies)

- Re-registration of shareholders (transfer of ownership) in the register of the company
- Excerpts from the shareholder register
- Onsite service of shareholders in the premises of the Nasdaq CSD

Business ownership of surrounding systems

- E-register
- Xroad
- Latvian Saving Notes
- LEI

Operations unit:

Onboarding of Issuers

- Registration of the Issuers and instruments in the CSD Core system, allocation of ISIN, FISN, CFI codes, financial instruments' static data maintenance
- Bulk ISIN allocation

Processing of Corporate Actions

Shareholder lists

- Users access rights maintenance and support for the processing shareholder lists through ESIS system
- Shareholder list compilation in case shareholder list processing system ESIS is not used by the Issuer
- Collection from intermediaries and transmission of notices of participation and voting instructions

Business ownership surrounding systems

- Shareholder disclosure system ESIS
- ISIN allocation system

Other domestic and international stakeholders

Please contact Sales and Services unit in case of queries related to:

Participation at the Nasdaq CSD

Issuance and registration of financial instruments at the Nasdaq CSD

II pillar pension services in Latvia

LEI service at www.nasdaqlei.com

www.nasdaqcsd.com website information

Questionnaires, statistics, reports

Nasdaq CSD's participation in European Central Securities Depositories Association (ECSDA) and Association of National Numbering Agencies (ANNA)

Settlement calendar

Nasdaq CSD is open for TARGET2-Securities and ISK settlement from Monday to Friday.

It is closed for any type of settlement in all currencies on the following days:

- All Saturdays
- All Sundays
- Good Friday
- Easter Monday
- 1st of May (Labour Day)
- 25th of December (Christmas Day)
- 26th of December (Christmas Holiday)
- 1st of January (New Year's Day)

For financial instruments which are only settled locally (not via T2S), local market holidays are taken into account, meaning each SSS follows the relevant domestic holidays.

Holiday	Date, 2022	Estonia	Latvia	Lithuania	Iceland	T2S	TARGET2
New Year's day	Jan 1	X	X	X	X	X	X
Day of Re-Establishment of the State of Lithuania	Feb 16			X			
Independence Day of Estonia	Feb 24	X					
Day of Re-Establishment of the independence of Lithuania	Mar 11			X			
Maundy Thursday	Apr 14				X		
Good Friday	Apr 15	X	X		X	X	X
Easter Monday	Apr 18		X	X	X	X	X
First day of summer in Iceland	Apr 21				X		

International Labor Day	May 1	X	X	X	X	X	X
Day of declaration of Independence of Latvia	May 4		X				
Ascension Day	May 26				X		
Whit Monday	Jun 6				X		
Icelandic National Day	Jun 17				X		
Midsummer Eve/Victory Day	Jun 23	X	X				
Midsummer Day/St John's Day	Jun 24	X	X	X			
Statehood Day	Jul 6			X			
Commerce Day in Iceland	Aug 1				X		
Assumption Day	Aug 15			X			
Day of restoration of Independence of Estonia	Aug 20	X					
All Saint's Day	Nov 1			X			
Proclamation of the Republic of Latvia	Nov 18		X				
Christmas Eve	Dec 24	X	X	X	X		
Christmas Day	Dec 25	X	X	X	X	X	X
Boxing Day	Dec 26	X	X	X	X	X	X
New Year's Eve	Dec 31		X		Half day		

Contacts

Sales & Services unit

Estonia, Tallinn office (office hours: Mon-Fri: 8:45–17:30 EET):

E-mail address: csd.estonia@nasdaq.com

Desk phone: +372 640 8857, +372 640 8836, +372 640 8845

Mobile: +372 523 4160, +372 5303 2461

Switchboard: +372 6 408 840

AS Pensionikeskus

E-mail address: info@pensionikeskus.ee

Desk phone: +372 640 8827, +372 640 8839, +372 640 8813

Mobile: +372 52 81 651, +372 51 29 540, +372 53 05 0847

Switchboard: +372 6 408 886

Address: Maakri 19/1, 10145 Tallinn, Estonia (Maakri Kvartal, 16th floor)

Iceland, Reykjavik office (office hours: Mon-Fri: 9:00–16:00 GMT):

E-mail address: csd.iceland@nasdaq.com

Phone: +354 540 5515

Mobile + 354 847 4558, + 354 840 2884

Switchboard: +354 540 5500

Address: Laugavegur 182, 105 Reykjavik, Iceland

Latvia, Riga office (office hours: Mon-Fri: 8:30–17:30 EET):

E-mail address: csd.latvia@nasdaq.com

Desk phone: +371 67 229 821, +371 67 229 822

Mobile: +371 27 331 121, +371 25 648 253, +371 28 337 184

Switchboard: +371 67 212 431

Address: Valņu iela 1, Riga LV-1050, Latvia

Lithuania, Vilnius office (office hours: Mon-Fri: 8:30–17:30 EET):

E-mail address: csd.lithuania@nasdaq.com

Desk phone: +370 52 531 529, +370 52 531 471

Mobile: +370 606 01 310, +370 620 14 345

Switchboard: +370 52 531 400

Address: Konstitucijos avenue 29, LT-08105 Vilnius, Lithuania

International customers:

E-mail address: csd@nasdaq.com

Operations unit

Customer support

Mon-Fri: 08:30 – 17:30 EET (for LT, LV and EE)

Mon-Fri: 09:00 – 17:30 GMT (for IS)

E-mail address: csd.ops@nasdaq.com

Phone: LT Callers: +370 52 531 660, LV Callers: +371 67 229 820, EE Callers: +372 640 8855, IS Callers: +354 540 5540