



Nasdaq CSD Operations and Services Guide

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[Approved]

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General

Services for local and international market participants are delivered through three Nasdaq CSD units:

- (i) Sales and Services in the Baltics (Latvia, Lithuania, Estonia),
- (ii) Sales and Services in Iceland, and
- (iii) Operations, which centrally supports all four countries.

The Sales and Services units act as the primary point of contact for existing and prospective customers on non-operational and non-technical matters. Teams' responsibilities include customer onboarding, processing applications and documentation, providing service-related consultations, and supporting domestic and international stakeholders in accessing post-trade services across all markets.

The Operations unit manages all operational requests from participants and issuers. This includes the processing of securities and cash settlement instructions in the CSD Core system and TARGET2-Securities, ISK settlements, monitoring securities and cash transfers for stock exchange and OTC transactions, configuring system roles and related settings, and supporting participants' testing activities in the CSD Core environment.

Nasdaq CSD Business Structure

Nasdaq CSD

Business Development and Client Services in Iceland

Operations

Client Services in Baltics, Network and Global Custody

 Product Development
Baltics and Iceland

 Sales and Services
Iceland

 CSD
Operations

 Sales and Services
Baltics

 Network and Global
Custody

Scope of Sales & Services	Scope of Operations	Scope of Product Development	Scope of Network and Global Custody
Account management of Issuers & Participants	Instruments static data 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 services operations (e.g. shareholder lists)		

Saving notes (LV)	Operational compliance		
LEI service (provided by a dedicated unit)	Investor CSD service operations		
	Onboarding of new services/ system releases and customer first line support		

Customer groups

Participants

Sales and Services unit:

Onboarding of new Nasdaq CSD Participants (in the role of 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 for Nasdaq CSD Participants

II and III pillar pension services in Estonia

Business ownership of the Estonian pension core system EPIS

Operations unit:

Configuration of the Participants' access and roles in the CSD Core system including users maintenance

Corporate Actions processing

Central maintenance and account management

Investor CSD operations processing through the link with Clearstream Banking Luxembourg and Clearstream Europe AG

Cash management in Target 2

Settlement of securities transactions in ISK in Icelandic Central Bank

T2S and non-T2S settlement (USD currency settlement)

Processing of statistics, reports and billing

Testing related activities in the CSD Core and other systems

First line support

eService technical service allowing to provide shareholders identification responses to foreign issuers

Business ownership of Core and surrounding systems

- Core CSD System (Depend U2A, 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 (eService or applications via e-mail)

- 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

- Review and handling of applications for access to ESIS through GUI (U2A) or A2A (applicable to Icelandic companies)

Queries regarding Nasdaq CSD invoices

Business ownership of surrounding systems

- E-register
- 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 eService system

Shareholder list compilation in case shareholder list processing system eService 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 in the Nasdaq CSD

Issuance and registration of financial instruments at the Nasdaq CSD

II pillar pension services in Latvia

II and III pillar pension services in Estonia

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	Estonia	Latvia	Lithuania	Iceland	T2S	TARGET2
New Year's day	X	X	X	X	X	X
Day of Re-Establishment of the State of Lithuania			X			
Independence Day of Estonia	X					
Day of Re-Establishment of the independence of Lithuania			X			
Maundy Thursday				X		
Good Friday	X	X		X	X	X
Easter Monday		X	X	X	X	X
First day of summer in Iceland				X		

International Labor Day	X	X	X	X	X	X
Day of declaration of Independence of Latvia		X				
Ascension Day				X		
Whit Monday				X		
Icelandic National Day				X		
Midsummer Eve/Victory Day	X	X				
Midsummer Day/St John's Day	X	X	X			
Statehood Day			X			
Commerce Day in Iceland				X		
Assumption Day			X			
Day of restoration of Independence of Estonia	X					
All Saint's Day			X			
Proclamation of the Republic of Latvia		X				
Christmas Eve	X	X	X	X		
Christmas Day	X	X	X	X	X	X
Boxing Day	X	X	X	X	X	X
New Year's Eve		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

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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

Switchboard: +354 540 5500

Address: Laugavegur 182, 105 Reykjavik, Iceland

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

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Mobile: +371 22 157 965, +371 29 433 442

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

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

[LEI Service:](#)

E-mail address: lei@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 \(for IS\)](#)

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