

Subject: Managed Exit account handling
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| Term | Definition |
|------------------|---|
| PA Checks/Review | Review of client account activity to establish open obligations which prevent offboard |
| Managed Exit | A process state for client entities identified for offboarding but have open obligations which prevent process completion |
| Notification | The process of sending a client notification to terminate the contractual relationship at the end of a defined notice period |
| In Closure | The process of closing DB transactional system accounts representing the impacted client entity |
| Offboarded | A count of client entities which have completed all offboarding process stages, and are inactivated through to KYC Records - classified as 'Full' Offboard when evidenced, complete removal of client entity from all businesses & jurisdictions inclusive of all tech platforms. Applied to all DB adoption entities globally. |