

Fisher Investments Costa Rica – Pension Plan FAQ

Eligibility and Enrollment

How does the pension plan work?

If enrolled, Fisher Investments will contribute **3% of your base annual salary** into a voluntary pension account managed by BAC Pensiones in your name regardless of your contributions.

You may also make personal contributions. Fisher will match your contribution **1:1 up to an additional 3% of your base annual salary**. You may contribute more than 3%, but Fisher's match is capped at a total of 6%.

Neither the automatic contribution nor the matched contribution applies to bonuses or commissions, only to annual base salaries, COLA, and overtime.

Who is eligible to participate?

All Fisher Investments employees are eligible to make personal contributions. Only full-time employees working at least 30 hours per week are eligible to receive company contributions after meeting the required 6-month service period.

Maximum monthly contributions:

- 3% Fisher contribution of your base annual salary if enrolled.
- 1:1 Fisher match up to an additional 3%, totaling 6% in employer contributions.
- No maximum limit on employee contribution. Tax benefit is capped at 10%.

Is participation mandatory?

No. Participation is optional.

How do I enroll?

Schedule an appointment with BAC Pensiones to complete the enrollment process with a BAC Pensiones expert. BAC contact information can be found on myfirewards.com.

Is there a minimum requirement to stay in the plan?

No minimum participation period applies. However, withdrawals are only available from age 57 onward.

In which currency is the plan offered?

The plan operates in Costa Rican colones.

Contributions

Can I contribute a flat amount?

No. Recurrent contributions are only made in percentages (%). Extraordinary contributions are made in flat amounts through BAC's online banking platform or with help of one of BAC's pension experts.

What happens if I sign up but do not make personal contributions?

You will still receive Fisher's 3% employer contribution of your base annual salary. Personal contributions are optional but strongly encouraged because Fisher matches up to 3% on top of the initial employer contribution.

Can I make lump-sum voluntary contributions?

Yes. You may make additional voluntary contributions at any time through the BAC portal. Contributions above 10% are not subject to additional tax benefits.

What happens if I make a personal contribution above 3%?

Contributions made in excess of 3% will not receive a Fisher match. Tax and social benefits are generally applied up to **10% of salary**. Contributions above that level do not receive additional fiscal incentives but are still permitted.

Can I modify my voluntary contributions?

Yes. You can make changes to your voluntary contributions by completing the Personal Contribution Modification Form found on myfirewards.com.

When are the deadlines to make changes to my contributions?

It is important to note that the contribution modification process might take some time, which means that while you can open an account at any time, contributions and changes to contributions might not start until the following month. Important cut-off dates include:

- Contributions elected by the **5th** will take effect on the **30th paycheck** of the current month.
- Contributions elected by the **15th** will take effect on the **15th paycheck** of the following month.

Do both contributions in a month count as two contributions?

No. CCSS counts it as one contribution only.

What happens if I miss the deadline to make my contributions on the designated payroll period?

The new contribution percentage will be applied the following pay period.

Is there a minimum contribution amount required?

No, but if you do choose to contribute, the minimum personal contribution is \$5,000. There is no maximum contribution limit. Note that contributions above 10% do not benefit from tax or social security reductions.

Can I reverse past contributions?

No. Once contributions are deposited, they remain in the plan and cannot be corrected until it is eligible for withdrawal.

What earnings are considered pensionable?

Base annual salary, COLA, and overtime count towards pensionable earnings. Bonuses and commissions do not count towards pensionable earnings.

Investment Options

Can I choose how my savings are invested?

Yes. You may choose one of three investment funds based on your time horizon and risk profile:

- Fund A: Conservative
- Fund B: Moderate
- Fund C: Long-term / more aggressive

Individual securities cannot be selected. Investment management is handled by BAC Pensiones, but information and free advisory sessions are always available.

Which fund should I choose?

A BAC Pensiones specialist will help you select the fund that best matches your goals, time horizon, and risk tolerance. BAC contact information can be found on myfirewards.com.

How is my money invested?

The BAC Pensiones specialist will explain the investment strategy of each fund so you understand where your money is allocated and how it is managed. BAC contact information can be found on myfirewards.com.

Account Management

How can I track my savings?

You can monitor your account through the following resources:

- BAC digital banking platforms available in real-time through <https://www.baccredomatic.com/es-cr>
- Monthly account statements sent automatically by BAC via email
- Monthly economic updates explaining market context sent automatically by BAC via email

How much does BAC charge for administration?

The annual management fee is 1.5% of assets under management (in Costa Rican colones). The fee will have several discounts depending on how long the plan has been open as well as the total assets under

management for the collective pension plan. The fee paid by each participant is deducted directly from their account's balance and it is stated clearly in the monthly balance statement.

Do I need to do anything to receive fiscal and social benefits?

No. Fisher's Payroll Department coordinates with BAC to handle all processing, including issuing a certification.

Can my savings be taken away?

No. The balance in your account belongs to you except for the following circumstances:

- Early withdrawals, which may require the return of tax and social benefits.
- Fluctuation of investment values depending on markets.

Access to Funds

When can I access the funds in my account?

When employed at Fisher Investments:

- At age 57.

When no longer employed by Fisher Investments.

- Withdrawal available prior to age 57 if:
 - You have made at least 66 monthly contributions
 - You have participated in the plan for at least 5.5 years
 - You agree to return all fiscal and social benefits received
- At age 57.

What happens if I stop working for Fisher?

The plan converts into an individual voluntary plan at BAC Pensiones. The account remains yours and continues to be managed professionally, although the collective fee discount may no longer apply and there will no longer be employer contributions.

What happens in case of my death?

Your accumulated balance will be paid to the legally designated beneficiaries you specified at enrollment.

How can I make changes to my designated beneficiaries?

To make changes in the designated beneficiaries, please contact BAC's team directly. BAC contact information can be found on myfirewards.com.

Additional Information

I already have an individual voluntary pension plan. Can I move it into this collective plan?

No. Existing accounts cannot be merged into the collective plan. However, future contributions may be redirected into the new collective plan, so you benefit from:

- Fisher's matching contribution
- Lower management fees

Do I need my obligatory pension with BAC to participate?

No. Participation in the collective voluntary plan does not depend on where your obligatory pension is administered.

Does participating in this plan affect other pension benefits?

No. This plan is separate and complementary. If you already contribute to a voluntary pension plan it is important to keep in mind the 10% limit for fiscal and social charges benefits.

Who regulates BAC Pensiones?

BAC Pensiones is regulated by SUPEN, Costa Rica's pension supervisory authority.

How long does it take from enrollment to receive contributions?

Generally, it might take up to a month from when you open your account to when you start receiving contributions from Fisher. However, you can start the process of creating your account one or two months before you are eligible to receive Fisher's corporate contributions so that you can enjoy the benefit immediately once you meet the 6-month tenure. Personal contributions can begin as soon as two business days after the account has been created.

How do I report issues or make changes to my contributions with my plan?

You may contact either of the following:

- BAC Pensiones customer service can assist with your policy issues. BAC contact information can be found on myfirewards.com.
- Email ~Benefits Services or call the Benefits hotline at 808-5886.