

Tidjane Thiam
Chief Executive Officer

Zurich, March 1, 2018

Amy, Dear Amy,

I want to thank you for your letter of January 7, and for bringing your case to my attention.

I would like to apologise for a series of internal issues which mean that I only became aware of your letter yesterday, after a journalist from the Financial Times reached out to the bank's Communications department. Your letter was shown to me for the first time as I was about to leave the US where I was travelling for business. Before take-off, I immediately gave instructions in order to understand the circumstances surrounding your case and our lack of response to your recent correspondence.

I landed in Zurich this morning and I am reviewing how it was that your letter, sent almost two months ago, was not brought to my personal attention until the Financial Times intervened, and why it is that we as a bank have, until today, failed to acknowledge your letter. I understand that you sent a follow up email to which no answer was given either. All that is clearly unfortunate and again I want to offer you my most sincere apology.

I also wanted to let you know that I have this morning launched a thorough review into Credit Suisse's historic handling of your allegations, instructing the Group Conduct and Ethics Board (CEB) to carry out an in-depth review.

I have asked Lara Warner, whom I appointed Chief Compliance and Regulatory Affairs Officer in 2015 shortly after starting in my CEO role and who is the bank's most senior female executive, to report back to me on your case without delay.

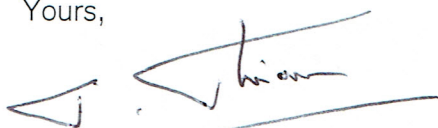
I established the Group CEB in 2016 to support the delivery of the right behaviors and outcomes at Credit Suisse.

The role of the CEB is, among other things, to ensure that we operate at the highest standards of integrity and as part of that mission, to review, as necessary, past situations involving the conduct of our staff.

Lara, who also is the executive committee chair of the Women's Leadership Board of Harvard University's John F Kennedy School of Government, is co-chair of the Group CEB, along with Peter Goerke, the bank's head of Human Resources. I have total confidence in Lara's integrity and values. I know she will do a thorough and professional job leading the review of your case.

As you mention in your letter, the incident in question took place some five years before I joined the bank as Chief Executive Officer. However I want to personally assure you that I take allegations of this nature with the utmost seriousness, and will ensure that we thoroughly review how we at Credit Suisse handled the incident at the time. If there are lessons to be learnt I will make sure we learn them.

Yours,



Tidjane Thiam