

Mag. Heike Arbter

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Mission

High transparency and trading orientation should guarantee broad client access to structured products. This approach is an essential part of the customer service and future growth of an highly innovative and appealing certificates industry.

Mandates

- President of eusipa (European Structured Investment Products Association) 2016 - current
- Member of the Exchange Council of Baden-Wuerttembergische Wertpapierboerse, Stuttgart 2015 – current
- Member of the Arbitral Court of Vienna Exchange 2011 – current
- Member of the General Assembly of eusipa (European Structured Investment Products Association), Member of the Categorisation Committee 2011 – current
- Head of Managing Board Zertifikateforum Austria 2009 - current
- Member of the Board Zertifikateforum Austria 2006 - current

Professional Experience

Raiffeisen Centrobank AG, Vienna, Austria

Head of Structured Products Department, Managing Director 2009 - current

- Management and Business Development
- Structuring, Market Making and Risk Managing of all RCB Structured Products from Turbo Certificates to Guarantee Products on a broad selection of underlyings (Austrian, Eastern European and international stocks, indices and commodities)
- Product Development und Issuance Process Management for around 4,000 investment and leverage products
- Marketing and Listing of Certificates on various Eastern European Exchange (BSE, WSE, ...)

Head of Trading International Equities and Index Derivatives Team 1999 - 2009

- Listing of RCB Structured Products on EUWAX as first non-German Issuer
- Development of comprehensive Certificates-Product Range including Structuring and Market Making
- Education efforts for the Austrian Retail Market, PR Initiatives Bloomberg TV, Roadshows, various Interviews, Part of various Index Committees of Vienna Exchange

Market Maker

- Market Making for ATX and CECE Index Derivatives, Underlying Equities and Structured Products

1997 - 1999

GiroCredit Bank AG, Vienna, Austria

Deputy Head of Trading Department “Equities and Equities Derivatives” 1996 - 1997

- Innovation Leader in Development of Warrants and First Exotic Structured Products
- Responsible for Training Market Makers on Derivatives
- Joint Development of Eastern European Index family - CECE Indices together with Vienna Exchange

Chief Trader Equities and Derivatives 1994 - 1995

- Index Market Making
- Responsible for P&L Trading Books
- Development of Quantitative Trading Techniques
- Member of Expert Roundtable Vienna Exchange

Market Maker for Equity Options at newly started ÖTOB 1991 - 1994

Qualification **Master of Business Administration** 1985 – 1990
Vienna University of Economics & Business

Trading Exam on various Exchanges

Awards The Structured Products Team RCB lead by Heike Arbter received numerous awards over the past years: the Structured Products Europe Awards (London), the Capital Markets Awards (Bucharest), the Warsaw Stock Market Award (Warsaw) and the Certificates Awards Germany
Moreover, RCB has been elected Best Issuer in Austria every year since 2007

Language Skills German – mother tongue
English - fluent in speech and writing