

Dear Partner,

on behalf of European Commodity Clearing (ECC) and HUPX Hungarian Power Exchange Ltd. we would like to express our regret over the recent difficulties you had to experience while using our services.

Unexpected errors in ECC's IT system caused temporary market halts on the HUPX Intraday Market in March 2021. Due to these events we were unable to provide you with our services with the same professionalism you could have already become accustomed to and with the quality of performance we also expect from ourselves.

For your kind information, please find below detailed information on the occurrence of the incidents and the underlying causes:

- 22nd March: between 8:49 and 10:06, then from 11:55 until end of the day – caused by unexpected load on ECC's data centers, nomination system could not work properly
- 24th March: between 13:33 and 14:50 – caused by unexpected load on ECC's data centers, nomination system could not work properly
- 30th March: between 21:32 and 23:00 – caused by a side effect of a planned maintenance, nomination system was temporary not available

Please be assured that ECC and HUPX take comprehensive measures to ensure that such kind disruptions will no longer occur. After an analysis, we have taken the following steps immediately:

- Performance improvement on ECC's infrastructure and preventing the unexpected load situation
- Improvement on operational procedures

And we are planning to:

- Improve robustness of the IT service continuity measures
- Review and improve the internal communication channel with the relevant stakeholders

Finally, please accept our sincere apology for the inconvenience these issues caused to you.

We appreciate your business and thank you for your continuous support.

Sincerely Yours,