

OANDA Europe Limited - System Availability Report

| Up time per month <small>(production hours 5pm EST Sunday – 5pm EST Friday)</small> | February 2022 | March 2022 | April 2022 | May 2022 | June 2022 | July 2022 | August 2022 | September 2022 | October 2022 | November 2022 | December 2022 | January 2023 |
|---|----------------------|-------------------|-------------------|-----------------|------------------|------------------|--------------------|-----------------------|---------------------|----------------------|----------------------|---------------------|
| Website | 100% | 100% | 100% | 99.96% | 99.84% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Trading platform | 100% | 100% | 100% | 100% | 99.64% | 100% | 99.92% | 100% | 100% | 100% | 98.98% | 99.79% |
| Client deposit funds | 100% | 100% | 100% | 99% | 99.48% | 100% | 99.94% | 99.89% | 99.77% | 99.50% | 98.77% | 100% |
| Client withdraw funds | 100% | 100% | 100% | 99% | 99.48% | 100% | 99.94% | 99.89% | 99.77% | 99.50% | 98.77% | 100% |
| Client access account | 100% | 100% | 100% | 99% | 99.48% | 100% | 99.94% | 100% | 100% | 100% | 100% | 100% |
| Client contact by phone | 100% | 100% | 100% | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.55% |
| Client contact by chat | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Client contact by email | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Accounting opening | 100% | 100% | 100% | 99% | 99.48% | 100% | 99.94% | 99.93% | 100% | 100% | 99.66% | 100% |