

OANDA Europe Markets Ltd - System Availability Report

| UP TIME PER MONTH <small>(production hours 5pm EST Sunday - 5pm EST Friday)</small> | JANUARY 2021 | FEBRUARY 2021 | MARCH 2021 | APRIL 2021 | MAY 2021 | JUNE 2021 |
|---|---------------------|----------------------|-------------------|-------------------|-----------------|------------------|
| Website | 99.998% | 99.5% | 100% | 100% | 100% | 100% |
| Trading Platform | 99.998% | 99.5% | 100% | 99.97% | 100% | 99.99% |
| Client Deposit Funds | 99.998% | 99.5% | 99.9% | 100% | 99.99% | 100% |
| Client Withdraw Funds | 99.998% | 99.5% | 99.9% | 100% | 99.99% | 100% |
| Client access account | 99.998% | 99.5% | 99.9% | 100% | 99.99% | 100% |
| Client contact by phone | 100% | 100% | 100% | 100% | 100% | 100% |
| Client contact by chat | 100% | 100% | 100% | 100% | 100% | 100% |
| Client contact by email | 100% | 100% | 100% | 100% | 100% | 100% |
| Accounting opening | 99.998% | 97.5% | 99.9% | 100% | 99.99% | 100% |