

OANDA Europe Limited - System Availability Report

| UP TIME PER MONTH (production hours 5pm EST Sunday - 5pm EST Friday) | SEPTEMBER 2020 | OCTOBER 2020 | NOVEMBER 2020 | DECEMBER 2020 | JANUARY 2021 | FEBRUARY 2021 | MARCH 2021 | APRIL 2021 | MAY 2021 | JUNE 2021 | JULY 2021 | AUGUST 2021 |
|--|-------------------|-----------------|------------------|------------------|-----------------|------------------|---------------|---------------|-------------|--------------|--------------|----------------|
| Website | 100% | 99% | 99% | 99.76% | 100% | 99.5% | 100% | 100% | 100% | 100% | 99.91% | 100% |
| Trading Platform | 100% | 99% | 99% | 99.94% | 100% | 99.5% | 100% | 99.97% | 100% | 99.99% | 99.99% | 98.9% |
| Client Deposit Funds | 100% | 99% | 99% | 99.76% | 100% | 99.5% | 99.9% | 100% | 99.99% | 100% | 100% | 100% |
| Client Withdraw Funds | 100% | 99% | 99% | 99.76% | 100% | 99.5% | 99.9% | 100% | 99.99% | 100% | 100% | 100% |
| Client access account | 100% | 99% | 99% | 99.76% | 100% | 99.5% | 99.9% | 100% | 99.99% | 100% | 100% | 100% |
| Client contact by phone | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.75% | 100% | 100% | 100% | 100% |
| Client contact by chat | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 95% | 100% | 94% | 97% |
| Client contact by email | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 95% | 100% | 94% | 97% |
| Accounting opening | 100% | 99% | 99% | 99.76% | 100% | 99.5% | 99.9% | 100% | 99.99% | 100% | 99.94% | 99.99% |