

SYSTEM AVAILABILITY:-

| Up time per month (production hours 5pm EST Sunday – 5pm EST Friday) | March 2023 | April 2023 | May 2023 | June 2023 | July 2023 | August 2023 | September 2023 | October 2023 | November 2023 | December 2023 | January 2024 | February 2024 |
|---|-------------------|-------------------|-----------------|------------------|------------------|--------------------|-----------------------|---------------------|----------------------|----------------------|---------------------|----------------------|
| Website | 99.53% | 100% | 100% | 99.81% | 99.78% | 99.81% | 99.96% | 99.96% | 100% | 100% | 99.95% | 100% |
| Trading Platform | 99.75% | 100% | 100% | 89.73% | 93.58% | 99.01% | 100% | 100% | 100% | 100% | 100% | 99.26% |
| Client Deposit Funds | 99.53% | 100% | 100% | 99.08% | 98.49% | 100% | 99.93% | 99.72% | 99.93% | 100% | 100% | 100% |
| Client Withdraw Funds | 99.53% | 100% | 100% | 99.08% | 98.49% | 100% | 99.93% | 99.72% | 99.93% | 100% | 100% | 100% |
| Client access account | 100% | 100% | 100% | 100% | 99.28% | 100% | 100% | 99.15% | 100% | 100% | 100% | 100% |
| Client contact by phone | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 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% | 90.56% | 98.75% | 100% | 100% | 99.66% | 100% | 100% | 100% | 99.21% |