



CUSTOMER INFORMATION 2016-08-08

EEX-Market Messages Service is moving to Thomson Reuters EIKON™ Messenger

Dear trading participants,

EEX Market Supervision decided to move its Market Messages Service from the Yahoo! to the Thomson Reuters EIKON™ Messenger. The Market Messages Service discontinues on 8 August 2016 on Yahoo! and continues on Thomson Reuters EIKON™.

To avoid disruption and to ensure continued access to the EEX Market Messages Service, please add **EEX Trading or eex-trading@eex.com** in your EIKON™ or accept our invitation within the next days.

The service enables you as trading participant to be informed about specific market situations on EEX Markets during the core business hours between 9:00 am and 6:00pm.

EEX will inform you on best effort basis among others about different market situations:

- **Tight spreads**
- Reminder for the beginning and ending of an **auction phase** for Emission Certificates
- **Order-Alerts** in case an interesting and single Bid- or Ask-Order being posted in the Market
- Additionally, the Thomson Reuters EIKON™ Messenger can be used as an input channel for all your **customer requests** on best effort basis. Please be aware that trading on behalf and trade cancelation (mistrade) requests are **not accepted** via this communication channel and can only be applied via the market supervision telephone hotline.

In order to sign up for this service or to transfer the service from the technical platform of Yahoo! to Thomson Reuters EIKON™ Messenger please reply to this email to trading@eex.com stating your **Company**, **EIKON™ ID** and **Assetclass** (Power Market Area, Emissions, Freight) for which you want to receive the market messages. Afterwards, EEX Market Supervision sends you an invitation via EIKON™. Please be so kind and accept this EIKON™ invitation.

By replying to this email as well as by accepting the invitation via EIKON™, please be informed that – notwithstanding the Terms and Conditions of Thomson Reuters with regard to the usage of the EIKON™ Messenger – **you accept the following EEX terms and conditions** for the EEX Market Messages Service:

- The Market Messages are prepared by EEX Market Supervision. Any information provided therein are illustrative only and derived from the EEX order book. Market Messages contain no information that is not already available for you through your access to EEX Trading Systems.
- The Market Messages do not constitute investment advice, investment research or a research recommendation and do not contain any recommendation or assessment of suitability for you with regard to any products, transactions or trading strategy and should not be considered as a solicitation or offer to sell or purchase of any financial instruments or spot products.
- The Market Messages do not intend to forecast or predict future events. They should not be considered indicative of the actual results that might be obtained from an investment or participation in a financial instrument or spot product.
- Any trading or investment decisions you take are in reliance on your own analysis and judgement. Therefore, prior to entering into any transaction on the basis of the information provided by Market Messages, you shall cross check the provided information with the order book situation, determine the economic risks, weigh them with potential merits, as well as the legal, tax and accounting characteristics and consequences of the transaction and come to the conclusion that you are able to assume these risks.
- The Market Messages are provided for information purposes and are intended for your use only. The information and data contained therein are EEX proprietary. Such material shall not be reproduced, disseminated or used in whole or in part without EEX's prior written authorisation.
- The information available directly through EEX Trading Systems is decisive and always takes precedence over the information provided by EEX Market Messages Service. It is your obligation to only place reliance on the information available directly through EEX Trading Systems. Therefore EEX shall have no liability to the user or to third parties for the quality, accuracy, timeliness, continued availability or completeness of the information provided by EEX Market Messages Service or for any direct, indirect, incidental or consequential loss or damage which may be experienced because of the use of the information provided therein.
- This terms and conditions apply in addition to the Rules and Regulations of EEX and shall be subject to and construed in accordance with the principles of German law and shall be governed by the laws of Germany.

Please do not hesitate to contact us at +49 341 2156 222 if you have further questions.

Yours sincerely,



Market SupervisionTeam

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