

Zug, September 11<sup>th</sup>, 2023

## Information: Technical Issue Friday September 8<sup>th</sup>, 2023

Dear Customer,

STOXX Ltd., the operator of Qontigo's index business and a global provider of innovative and tradable index concepts, provides hereafter an explanation regarding a technical issue that impacted DAX Indices real time calculation on September 8<sup>th</sup>, 2023.

On September 8<sup>th</sup>, 2023 at 16:11 CET, one of STOXX's Index Calculation Engines was impacted by a technical issue which prevented real time trade price data from the XETRA Market being available to the engine. DAX Equity and Strategy Indices continued to disseminate, with the last known traded prices at 16:11 CET, until close of business at 22:00 CET September 8<sup>th</sup>, 2023.

As soon as this technical issue arose, Deutsche Boerse's and STOXX's incident Management processes were evoked. To prevent inaccurate closing level dissemination, all automatic end of day processes were paused until additional data quality checks were performed. This extraordinary measure stopped inaccurate/misleading data sets to be disseminated via the Deutsche Boerse Market Data + Service, or via iSFTP.

As a temporary solution, closing values of the impacted indices of September 8<sup>th</sup>, 2023 were made available via Data Vendor Notification on [www.qontigo.com](http://www.qontigo.com). All clients were affected equally.

On September 9<sup>th</sup>, 2023, and following the resolution of the technical issue, STOXX Ltd. triggered End of Day reporting for close of business September 8<sup>th</sup>, 2023 for the affected indices. Those End of Day Reports for September 8<sup>th</sup>, 2023 were made available to all clients on September 9<sup>th</sup>, 2023 at 17:00 CET.

On September 11<sup>th</sup>, 2023 from 8:00 CET, the calculation of all affected indices resumed, consistent with their defined opening time.

STOXX Ltd. would like to apologize for the inconvenience caused by the above mentioned technical issue and confirms that mitigations are in place to detect and avoid similar technical issue to occur again.

Your dedicated contact at STOXX Limited remains at your full disposal for any information related to this matter.

For more information on the DAX indices, please visit [www.qontigo.com](http://www.qontigo.com)