



March 26, 2020

Managing the Covid-19

Chi-X Japan has been closely monitoring the development and impact of the COVID-19.

Market Operations:

Our trading system has proven resilient and fully operational over this time. It has continued to perform well under high volumes and we remain vigilant in monitoring capacity and resiliency thresholds to avoid any undue disruptions to our markets. We continue to cautiously monitor and address if issues arise.

Business Continuity:

We have tested robust business continuity plans that are designed to ensure the seamless trading operation and servicing for clients. The business can continue remotely and our contacts and service channels will remain unchanged, including email and phone details, in the event where our primary office and/or datacenter are inaccessible. As precautionary measures, we have already invoked the partial remote work.

We will keep you informed of any updates on our business operations. Please contact Client Service for any questions.

Thank you very much for your continuous support.