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AL ARABI INVESTMENT GROUP CO.
MEMBER OF ARAB BANK GROUP

Contingency Plan in the Event of Malfunction in the Online Securities Trading Service

This plan includes the procedures to be carried out by Alarbi Investment Group in the event of a malfunction in the provision of the online trading service, in order to maintain the quality of the service provided by the Company:

1- If any of the following fails:

- a) Internet service, whether the interruption in connectivity between the client and the Internet, the interruption in connectivity between the brokerage company and the Internet or the occurrence of a very slow Internet service which prevents the ability to enter orders by the client, follow them up and monitor stock prices.
- b) The brokerage company's web Server system.
- c) The Client is unable to access the trading system for reasons related to the username and/or password or a malfunction in the Client's device.

Procedure:

The Client contacts the brokerage company via phone, fax or e-mail to modify or delete his entered orders or enter new orders into the trading system, where the broker follows up on the client's entered orders and modifies or deletes them or enters new orders through the OMS system.

- 2- In the event of failure of the (OMS) system, which prevents clients from following up on their entered orders or entering new orders online and prevents the broker from following up on client entered orders or entering new orders through the (OMS) system.**

Procedure:

The client contacts the brokerage company via phone, fax or e-mail to modify or delete his entered orders or enter new orders to the trading system, where the broker follows up on the client's entered orders and modifies or deletes them or enters new orders through the electronic trading system screens after checking the cash balance and securities balance of the client.



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- 3- **If the main Leased Line** which links the brokerage company and Amman Stock Exchange is disrupted.

Procedure:

A transfer is made directly to the back-up Leased Line, unless there is a complete separation from the ASE on the main line and the alternative line.

- 4- If the company is unable to access the trading system due to a technical error, it requests the ASE to assist and allow the company to use the backup devices available at the ASE to access the trading system and enter orders in the event that the brokerage company is unable to receive the information broadcast (Market Data Feed) from the ASE for any reason.

Procedure:

- a) The company stops its clients' online trading service and the company stops modifying or entering orders through the OMS system in order to avoid entering orders at incorrect prices.
- b) The client contacts the brokerage company via phone, fax or e-mail to amend or delete his/her entered orders or enter new orders to the trading system, where the broker follows up on the client's entered orders and modifies or deletes them or enters new orders through the electronic trading system screens after checking the cash balance and the securities balance of the client.

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