**EVS: Reporting an online securities trading problem**

On April 08, 2024, Everest Securities Joint Stock Company announced Report on the online securities trading problem, as follows:

1. Time, location of the incident: 09:11 a.m., on April 08, 2024, on the second and third floors, VNT Building, No. 19 Nguyen Trai, Thanh Xuan Trung, Ha Noi.
2. A preliminary description of the problem, the condition when the problem occurs:

The problem occurred because the building’s generator power supply crashed and the power stopped, leading to the EVS server system being shut down and unable to continue trading. This is a force majeure incident.

1. Cause of the problem:

* City grid cut off: Thanh Xuan Power Company sent an Official Dispatch No. 12/TB- PC THANHXUAN to the VNT Building Management Board about stopping electricity supply for repair and renovation of the power grid. Supply downtime from 08:00 a.m. to 11:00 a.m.;
* VNT Building ran a generator during the time Thanh Xuan Power Company stopped supplying electricity. When the generators of the VNT Building operated from 08:00 a.m. to 08:27 a.m., the generators of the building had a problem and could not continue to operate;
* From 08:27 a.m., on the same day, EVS’s DataCenter operated based on EVS’s uninterruptible power supply system (UPS), but at 09:11 a.m., the power from the uninterruptible power supply system was exhausted and EVS’s server system was shut down due to running out of power.
* The Management Board of VNT Building 19 Nguyen Trai failed to ensure the replacement power generation during the time Thanh Xuan Power Company stopped supplying electricity. This is the main cause of the problem that caused the EVS online trading system to be interrupted.

1. Risk assessment, impact on the market, customers, online trading system and other related systems:

* EVS’s exchange system was interrupted while waiting for the power supplied back, EVS’s customers could not trade in the morning trading session (from 09:11 a.m. to 11:30 a.m.)
* The impact on the market is negligible.

1. Damage situation: The online trading system was interrupted from 09:00 a.m. to 11:30 a.m.
2. Measures taken to troubleshoot and prevent risks:

* After the power returned, EVS turned on, checked the system according to the process of connecting online transactions with HOSE, HNX and completed troubleshooting at 12:00 p.m. on the same day.
* Work with the Management Board of VNT building on the maintenance plan and maintenance schedule of the generator.

1. Troubleshooting results: The system was working normally again, online trading activities started at 01:00 p.m.-03:00 p.m. in the afternoon session.
2. Recommendations, proposals (if any): None.