

Information note for members and clients

COVID19 briefing note

In response to the situation caused by COVID-19, we would like to inform you that the BME Group successfully activated its Business Continuity Plan on 10 March, which established certain measures aimed at minimising staff exposure, such as means of remote connection and various alternative geographical locations.

Thus BME Inntech, as part of the BME Group, is fully prepared to continue operating all its services as normal and guarantee their correct provision throughout the period that is necessary, as it has been doing since the aforementioned Plan was activated.

Additionally, we inform you that BME is in permanent contact with all the relevant authorities and is constantly monitoring the situation, in order to adapt these measures to the different changes that may occur.

Finally, we remind you of the communication channels to contact BME Inntech by phone or through email address:

	E-mail	Teléfono
Market Access & Trading	inntech-customer-support@grupobme.es inntech-operations@grupobme.es	+34 91 709 57 57
Information Services	atencionclientes@grupobme.es	+34 91 709 56 10
RegTech Solutions		
Best Execution & Transaction Cost Analysis	tcasupport@grupobme.es	+34 91 709 58 22
SICAM	sicam@grupobme.es	+34 91 709 58 30
SIR	Inntech-SIR@grupobme.es	+34 91 709 58 30
Infrastructure Services		
Highway	Inntech-Highway@grupobme.es	+34 91 709 57 10
Alternativ	Inntech-alternativ@grupobme.es	+34 91 709 57 10
Innovation Labs		
SofIA Lab	inntech-sofia-soporte@grupobme.es	+34 91 709 59 31
DLT Lab	dltlabtecnico@grupobme.es	+34 91 709 59 55