

Emergencies and Unexpected Events Action Plan

The Emergencies and Unexpected Events Action Plan covers the general rules to be followed by all departments, agents and branch offices of Citi Menkul Değerler A.Ş. if and when they are unable to provide brokerage services due to an internal or external emergency or unexpected event, and defines the duties and responsibilities of the emergency teams selected from the personnel of relevant departments.

Emergencies:

- Natural disasters (earthquake, flood, storm)
- Fire
- Robbery
- Computer failures, computer viruses, attacks through the Internet, loss of data stored in electronic media
- Loss of key personnel
- Energy, electricity or telecommunication breakdown
- Epidemics, contagious disease, biological or chemical attack
- Terrorism / civil disturbances
- Go-slow / strike
- Bomb alert
- Explosion
- Internal flood
- A customer or employee dying, getting injured or getting sick at the head office or any agent or branch office

or similar events.

1- Financial statements and all kinds of records and documents which Citi Menkul Değerler is obliged to keep and store under applicable laws and regulations will be stored in hard copy and/or electronic media in accordance with the Citi archive methods described in the relevant procedure. Customer agreements and negotiable instruments will be stored in fireproof steel safes located at floor 5B of Tekfen Tower. Neither cash nor securities will be stored in safes. Backup of all records kept by Citi Menkul Değerler A.Ş. in electronic media is available in the Equities\$ on 'Istcmesf203'(G:)>OPERATION>VITAL files.

2- In order to allow Citi Menkul Değerler A.Ş. to continue its business activities without interruption, its data and records are also stored and backed up at Citibank A.Ş.'s Yılmaz Plaza building, district of Ümraniye. Said data and records are stored in the backup directories entitled VITAL. All documents are stored for 10 years.

In case an emergency or unexpected event makes it impossible to use the head office, agents and branch offices of Citibank A.Ş., the continuity operation center located at Yılmaz Plaza, Ümraniye will be started up. Orders given by customers will be received there through the telephone lines 0212 319 49 50 and 51, the fax line 0212 319 47 99 and the Bloomberg system terminals. The Finbase system databases situated in Yılmaz Plaza will be put in service within 2 hours. Markets will be monitored through Plato Veri Dağıtım A.Ş.'s data distribution monitors in Yılmaz Plaza.

Settlement transactions will be carried out with the Merkezi Kayıt Kuruluşu A.Ş. and Takasbank A.Ş. systems by two (2) settlement officers to be dispatched to said companies, in cooperation with the help desks of said companies. Said officers will ensure to have fully-charged cell phones.

3- A communication channel has been installed in order to provide alternative communication means between Citi Menkul Değerler A.Ş. and its employees. This channel will be used by the personnel who will undertake specific tasks in accordance with the plan in case of an unexpected event or emergency. The channel will be revised on annual basis in accordance with the branch offices, agents and employees who joined or left every year, and said revision will be notified to the personnel.

4 - In case of an unexpected event or emergency, customers will use the available and easiest alternative communication means to contact the customer representatives. Said means are cell phones and the office equipment available in Yılmaz Plaza. Our web site will be used for notifying the event to them as soon as possible and to give them information about the communication points available.

5- In case of an unexpected event or emergency, information about the current values of the customers' positions (stocks, repo, derivatives, vs.) will be notified to them by using the Finbase system available in Yılmaz Plaza. If any customers give orders for trading on their positions, communication with BİST and VİP will be provided in Yılmaz Plaza.

6- If Citi Menkul Değerler A.Ş. decides that it is unable to perform business activities and said decision is approved by the General Assembly, it will be notified to the customers as soon as possible by using the fastest communication means available (advertisement, telephone, fax, e-mail, letter, web site, etc.).

In this case, customers might give transfer or EFT orders for their stocks, cash funds, treasury bills and other securities, so that their accounts will be transferred to other brokers and banks in accordance with the customers' orders.

7- Board of Directors has resolved to appoint Deputy General Manager Tayfun Kurban the top executive in charge of the Emergencies and Unexpected Events Action Plan, and to appoint General Manager Mehmet Mursaloğlu the substitute top executive. Their communication details are as follows:

Name of the broker	Name of the top executive in charge of the Emergencies and Unexpected Events Action Plan	Title and contact information of the top executive	Name of the substitute top executive	Title and contact information of the substitute top executive
Citi Menkul Değerler A.Ş.	Tayfun Kurban	Deputy General Manager <u>tayfun.kurban@citi.com</u> 0212-3194710	Mehmet Mursaloğlu	General Manager <u>mehmet.mursaloglu@citi.com</u> 0212-3194950

In case of an unexpected event or emergency, the emergency team will notify it as soon as possible to BİST, VİP, Merkezi Kayıt Kuruluşu A.Ş., Takas ve Saklama Bankası A.Ş., and Capital Market Board (SPK) using the fastest communication means available.