

| | HEADERS | DETAILS |
|---|---|-----------------------------------|
| <p>1. Intimation of Incident (T-day, within 1 Hour of the Incident)</p> | 1. Letter / Report Subject - | Reporting of technical glitch |
| | Name of the Member -- | Zerodha Broking Limited |
| | Member Code - | NSE: 13906; BSE: 6498, MCX: 56550 |
| | 2. Designated Officer (Reporting Officer details) | Name: Venu Madhav |
| | 3. Date & Time of Incident | 27th April 2023, 9:36AM to 9:48AM |
| | 4. Exchanges on which Technical Glitch was encountered (NSE, BSE, MCX, NCDEX, MSEI) | NSE (NFO only) |
| | 5. Intimation to clients about the Technical Glitch. (Please attach screenshots of communications to clients) | Bulletin |
| 6. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas)) | Network Connectivity Issues at Refinitiv (an exchange empanelled RMS and OMS vendor level) | |
| 7. Additional Details about the Technical Glitch, if Any. | <p>The issue was Intermittent.</p> <p>The impact was on the order placement, order modifications, and order cancellations between 9:36 AM to 9:48 AM intermittently.</p> <p>The said issue did not affect all users, but only a set of users operating out of a particular Silo (Setup).</p> <p>A bulletin was put up on our website informing clients about the issue.</p> <p>We immediately raised a ticket with Refinitiv.</p> <p>The issue was resolved at 9:48AM</p> | |