

## New hotline for physical delivery related questions

ECC will introduce a new 24/7 hotline for market participants dedicated to questions with regards to physical delivery.

The new hotline will be available as of **1<sup>st</sup> July 2019** and shall further increase the efficiency of our client communication regarding questions in the context of the physical settlement. For those kind of questions, you'll be able to reach the new hotline at:

**+49 341 24680-345**

ECC's hotline for risk and financial related topics will not change and remain:

**+49 341 24680-444**

In order to get a more in-depth support for any non-critical questions we recommend you to use the 24/7 hotline within our core business hours **from 8:30 a.m. CE(S)T to 8:30 p.m. CE(S)T** .

The extension **444** remains available from **7:30 a.m. CE(S)T to 7:00 p.m. CE(S)T on ECC business days**.

### Contact

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