

Dear Members,

If you are unable to access the ETS trading platform due to a password issue (forgotten password, expired password, etc.) please follow the procedure below:

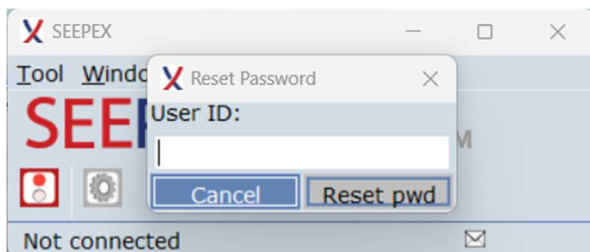
1) Reset your password without contacting Market Operations

This is the fastest way to resolve an ETS password issue. To reset your password without contacting Market Operations, ensure that you have registered your **recovery e-mail addresses** for this purpose. Here is the procedure:

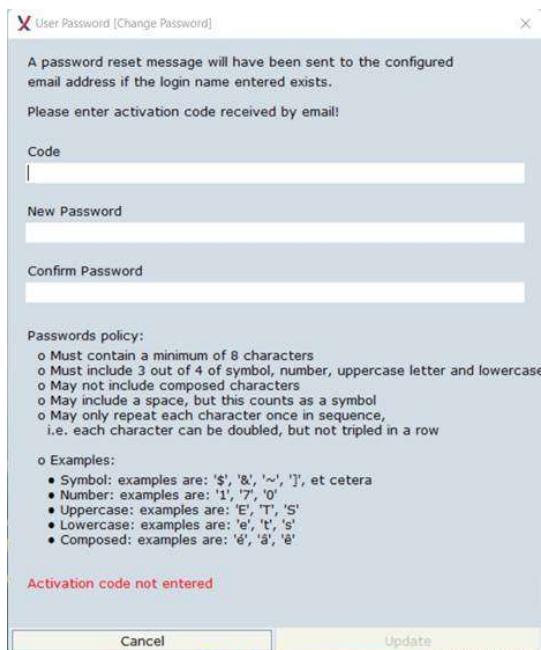
- Open the ETS application and navigate to **Tools > Reset Password**:



- You will be prompted to enter your user ID:



- Click the **“Reset pwd”** button. This action will open a new screen (see below) and you will receive a code at your **recovery email address**. Enter the code sent to your **recovery email address**, set a new password and confirm it.



Now, you should be able to log in with your new password.

2) Send an email to our Market Operations

You can send an e-mail to marketops@dam.seepex-spot.rs and put marketops@seepex-spot.rs in CC. Please wait for a reply from our Market Operations. If there is no reply within 10 minutes or if it is an emergency, proceed to point 3).

3) Call our Market Operations

You can contact our Market Operations directly by calling **+33170366796**.

Best regards,

SEEPEX Team



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SEEPEX is an organized electricity market for trading in SEE.