

Nasdaq CSD First Line Customer Support

We build strong, long-term relationships with our customers and recognise the value of working closely with our participants and issuers. Using a combination of post trade experts and our technology we aim to put the personal touch into everything we do for you.

Dedicated Nasdaq CSD team offers full first-line support for Nasdaq CSD customers. If you have questions you can contact us by e-mail or phone. We will explain exactly what to do and will try to solve your issues during the phone call.

First Line Customer Support of Nasdaq CSD is provided by 3 units – **Sales and Services in Baltics** (Latvia (LV), Lithuania (LT) and Estonia (EE)), **Sales and Services in Iceland** (IS) and **Operations** (all four countries are served centrally).

Sales & Services First Line Customer Support

System/Service	Phone	E-mail	Opening Hours
Nasdaq CSD Website www.nasdaqcsd.com	LV +371 67 229 821 +371 67 229 822 +371 67 212 431	csd.latvia@nasdaq.com	Mon-Fri: 8:30 – 17:30 EET
	LT +370 52 531 529 +370 52 531 471 +370 52 531 400	csd.lithuania@nasdaq.com	Mon-Fri: 8:30 – 17:30 EET
	EE +372 640 8857 +372 640 8845 +372 640 8836 +372 640 8840	csd.estonia@nasdaq.com	Mon-Fri: 8:45 – 17:30 EET
	IS +354 540 5515 +354 540 5500	csd.iceland@nasdaq.com	Mon-Fri: 9:00 – 16:00 GMT
- LV Savings Notes portal www.krajobligacijas.lv - LV Pension System and website www.manapensija.lv	LV +371 67 229 821 +371 67 229 822 +371 67 212 431	csd.latvia@nasdaq.com pensija.riga@nasdaq.com	Mon-Fri: 8:30 – 17:30 EET
E-register portal	EE +372 640 8857 +372 640 8845 +372 640 8836 +372 640 8840	csd.estonia@nasdaq.com	Mon-Fri: 8:45 – 17:30 EET
EE Pension System and website www.pensionikeskus.ee	EE +372 640 8827 +372 640 8839 +372 640 8813 +372 640 8886	info@pensionikeskus.ee	Mon-Fri: 8:45 – 17:30 EET

Operations First Line Customer Support

System/Service	Phone	E-mail	Opening Hours
- Core CSD System (Depend, Depend A2A) including T2S connectivity and Hubble - Access to T2S, TARGET2, SWIFT and other external systems - ISK settlement - Shareholder disclosure system ESIS - LT Savings Notes Portal	LT +370 52 531 660 LV +371 67 229 820 EE +372 640 8855 IS +354 540 5540	csd.ops@nasdaq.com	Mon-Fri: 08:30 – 17:30 EET (for LT, LV and EE) Mon-Fri: 09:00 – 17:30 GMT (for IS)