

FURTHER COVID-19 OPERATIONAL UPDATE

Dear Stakeholders

I hope this message finds you healthy and safe during these unprecedented times.

As the coronavirus (COVID-19) outbreak continues to unfold, I wanted to take the opportunity update you further on the steps we have taken to ensure that Flow Traders' business and operations continue to function as normal. I am pleased to note that Flow Traders has been able to continuously provide liquidity and pricing to the ETP markets on a global basis. Issuers and counterparties have been reassured by our constant presence when markets were under pressure which has enabled them to trade in all circumstances. Continuing to provide liquidity during periods of market volatility has always been an essential part of the Flow Traders offering.

Business Continuity and Resilience

Following the various additional measures implemented by governments around the world to halt the spread of the coronavirus (COVID-19), our business continuity plan has been enacted to its fullest extent. The primary focus of this plan remains the health and wellbeing of our employees as well as continuing to ensure uninterrupted provision of liquidity globally to investors and the market. The business continuity plan has been implemented smoothly. We now have a majority of our 500 colleagues working from home and have successfully activated split teams and back-up office locations in Amsterdam, New York and Hong Kong. Over the past few weeks, we have tested and retested our systems to take into account the business continuity plan as well the significant increase in trading activity. Our systems have proved to be extremely resilient overall since the onset of the pandemic.

The entire Management Board has never been more proud of our colleagues. They have all demonstrated considerable professionalism, skill, agility and strength during these most difficult circumstances. It is because of our colleagues that we continue to operate and function as normal.

Annual General Meeting

Following the implementation of additional measures by the Government of the Netherlands on 23 March 2020, it has also been necessary to postpone our Annual General Meeting which was originally scheduled to take place on Friday 24 April 2020. A new date for the meeting will be announced as soon as feasible.

Dividend

Given the postponement of the Annual General Meeting, the proposed final FY19 dividend of €0.55 will now take the form of an interim dividend which will be paid as per the previously announced timetable on 5 May 2020. As a result, a final dividend of €0 will be proposed at the rescheduled Annual General Meeting, resulting in a total dividend for FY19 of €0.90.

Trading Update

As a reminder, we will be providing an update on our financial performance for the first quarter of 2020 with the release of our trading update on 21 April 2020.

Operational Outlook

These are extraordinary times and it is not possible to predict the actions of counterparties, the market, governments and regulators. Flow Traders may face circumstances and events which we have not previously anticipated. We have total confidence and trust in the ability of our colleagues and systems to successfully navigate and manage through whatever may arise.

In these unprecedented and difficult times, all of us at Flow Traders wish to express sympathy for all who have been experiencing the pain and stress of this global health and financial crisis.

Regards

Dennis Dijkstra
CEO