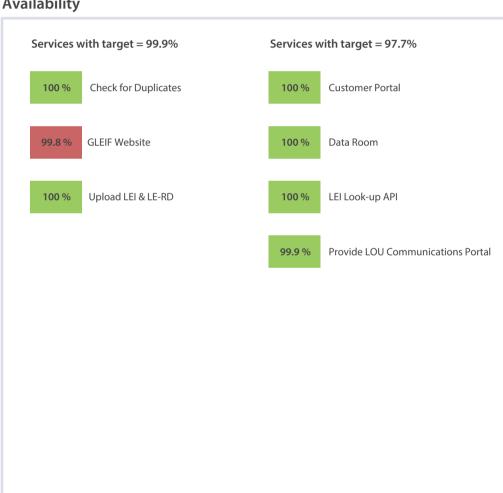
GLEIF Service Report October 2019



Availability: The breach identified for the service 'GLEIF Website' was caused by a temporary outage of a database. GLEIF has implemented measures with the aim to avoid such events to occur in the future. All remaining service level targets have been achieved.

Operating: The service 'Conduct Annual Accreditation Verification' did not meet the service level target due to extended processing time required by some accredited LEI Issuers. All remaining service level targets have been achieved or were not applicable.

Availability



Operating

PROCESSING TIME FOR:		
Check for duplicates	< 0.1 Minutes	/ 1 Minute
Conduct annual accreditation verification	39 Days	/ 30 Days
Manage technical incidents – Priority 1	N/A	/ 24 Hours
Manage technical incidents – Priority 2	1 Day	/ 2 Days
Manage technical incidents – Priority 3	1 Day	/ 3 Days
Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
Perform accreditation (GLEIF)	N/A	/ 3 Months
Provide electronic LOU invoices	3 Days	/ 10 Days
LOU queries in the Communications Portal	N/A	/ 2 Days
Register an account for gleif.org login	< 1 Day	/ Next Day
Upload LEI & LE-RD	< 0.1 Hours	/ 1 Hour
LEI Look-up API	0.4 Seconds	/ 1 Second

DISCLAIMER: All figures of this Service Report are derived from the Global Legal Entity Identifier Foundation (GLEIF). While every care has been taken in the compilation of this information, GLEIF will not be held responsible for any loss, damage or inconvenience caused as a result of inaccuracy or error within the Service Report. The text and graphic content of the Service Report may be used, printed and distributed ONLY with the copyright information displayed (© Copyright Global Legal Entity Identifier Foundation (GLEIF)).