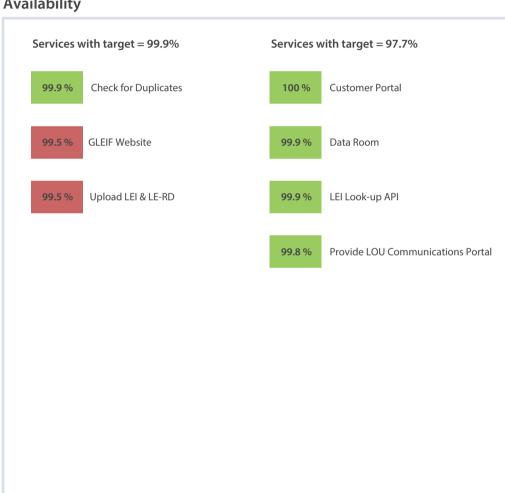
GLEIF Service Report October 2018



Availability: The breaches identified with regard to the services 'GLEIF Website' and 'Upload LEI & LE-RD' were caused by a temporary outage of the network at GLEIF's data-center provider and a database outage.

Operating: The service 'Perform Accreditation' did not meet the service level target due to additional time required by the candidates to provide, and GLEIF to verify, documentation submitted by the candidates.

Availability



Operating

PROCESSING TIME FOR:		
Check for duplicates	< 0.1 Minutes	/ 1 Minute
Conduct annual accreditation verification	28 Days	/ 30 Days
Manage technical incidents – Priority 1	1.1 Hours	/ 24 Hours
Manage technical incidents – Priority 2	< 1 Day	/ 2 Days
Manage technical incidents – Priority 3	N/A	/ 3 Days
Perform accreditation (GLEIF) - Accreditation plan	70 Days	/ 45 Days
Perform accreditation (GLEIF)	N/A	/ 3 Months
Provide electronic LOU invoices	6 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

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)).