

## DEGIRO reports 137,000 new customers in the first quarter of 2020

- Numbers of clients and transactions grew in the first quarter
- Waiting list for new clients

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|  | Q1 2020    | Q1 2019   |
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| <b>Total accounts at 31<sup>st</sup> March</b> | 554,471    | 386,000   |
| <b>Retail transactions Q1</b>                  | 10,849,161 | 4,639,368 |

In the first quarter of 2020, online broker DEGIRO experienced a big influx of new customers. During January and February 2020, 51,000 new accounts were reported. In March 2020, DEGIRO saw an additional 86,000 account openings. In total, 137,023 new accounts were opened in the first quarter of 2020. At the end of the quarter, there were in total 554,471 active accounts.

Since the beginning of the year, DEGIRO has seen a sharp increase in investment activity. This has been driven by new clients entering the market and the market volatility during March. In total, 10.8 million retail transactions were executed in this quarter.

### Quality over quantity

The COVID-19 pandemic has impacted the worldwide markets. Increased trading activity due to volatile markets in combination with the high volume of new clients being onboarded has increased the workload for all departments.

The additional pressure on the workload while mitigating COVID-19 risks for employees resulted in longer than usual response times from the Service Desk. DEGIRO is making its best efforts to limit disruptions for clients and is increasing the overall capacity. To maintain the high level of service that DEGIRO strives for, a waiting list for new clients has been put in place.

Esmond Berkhout, DEGIRO's CEO, stated, "We are proud and grateful that so many investors have chosen us as their broker. However, this extraordinary number of new clients also brings additional challenges during these times. Pressure has been put on our ambition to provide our customers with the quality of service, while at the same time maintaining a safe working environment for our employees. I am extremely proud of our employees who show so much commitment to the company and its customers in these times".

### **A new chapter with flatex**

In December 2019, flatex and DEGIRO announced plans to build the leading online broker in Europe after the acquisition by flatex. In the first stage of the deal, flatex acquired 9.4% of DEGIRO when the contract was signed in December 2019. The acquisition of the remaining shares is subject to the approval of the regulatory authorities. The relevant DNO approval application was submitted in February. Both brands will be retained and both platforms will be continued and operated under flatex group.

### **About DEGIRO**

DEGIRO is a pan-European broker that serves investors in 18 countries and processes more than €75 billion in transaction value per year at stock exchanges worldwide. DEGIRO is subject to conduct of business supervision by the AFM (Authority for the Financial Markets) and prudential supervision of the Dutch Central Bank (De Nederlandsche Bank). Our mission is to deliver added value by developing affordable financial services for investors worldwide. The combination of technology and financial knowledge creates the opportunity to make high quality and cost-effective financial services available to everyone. See the website: [www.degiro.ie](http://www.degiro.ie)

Note: Investing involves risks. You can lose (a part of) your deposit. We advise you to only invest in financial products that match your knowledge and experience.

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