

## **Regarding Technical Failure in Exchange**

Dear users,

A technical failure occurred in exchange between 03:00 – 08:32 in the morning of August 13, 2020, Hong Kong time. During the above period, when users sold CIEX Tron in exchange, the USDT obtained erroneously becomes CSTO Tron. The failure has been repaired, and CIEX team are now checking all the assets and transaction records of all participants' accounts during the period. We expect all data will be resumed normal before 00:00 on August 14, 2020, Hong Kong time.

We apologize to all inconvenience caused due to the technical failure.

Yours sincerely,

CIEX Team

August 13, 2020