



10 May 2013

SUBJECT: CUSTOMER SATISFACTION SURVEY - THANK YOU NOTE

Dear Customers,

We would like to offer you our heartfelt thanks for taking part in the Customer Satisfaction Survey in February 2013.

Also in this year the results regarding domestic settlement, pre-settlement and custody services, the adequacy of the website, the competence of our staff achieved an average appreciation rate between 85% and 95%, which is testament to the quality and attention that Monte Titoli dedicates to its core services.

Many other areas, such as the accuracy of reporting, the level of detail and clearness of invoices has been rated “above the expectations” for more than 80% of received answers.

Thanks to the important feedback that you have supplied to Monte Titoli with your comments, we will keep on improving operative processes and define new areas of service development.

For each Survey received, Monte Titoli has given the amount of 20 Euro to the London Stock Exchange Foundation, the charity organization of LSEG which supports many social projects in favor of young people within the communities in which the Group operates. In Italy, our partner charity is the social cooperative “In-presa”, which helps troubled youths to express their potential by teaching them a profession and driving them towards the labor market.

Thank you again for your participation.

For any doubt or question, don't hesitate to contact us at our address pt.sales@londonstockexchange.com