

Dear Clients,

In connection with the launch of KELER's Service Development Program (KSDP), we would like to share more information with our Clients on the modernization of our account management system.

Today, KELER publishes the following documents in connection with KELER's previously announced Service Development Program to help to understand the content of the Program.

1. **Service Description** related to the developments of KELER Service Development Program (KSDP). The English version of this document will be published, once translation is completed.
2. **GAP analysis** between the planned developments in the KSDP and the former Strategic Modernization Program's service description.

[The above documents are available on KELER's website.](#)

The planned start date of the first phase of the KSDP is 31 March 2021.

The mandatory market tests with our Clients will be due in the fourth quarter of 2020.

We will keep you informed of any future developments in the Program.

Should you have any questions regarding the Program, please in all cases contact us on the following email address: kszp@keler.hu.

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Sincerely,
KELER Ltd.