



connecting
markets

EEX Markets and Products

Tim Greenwood – Head of Customer Relations

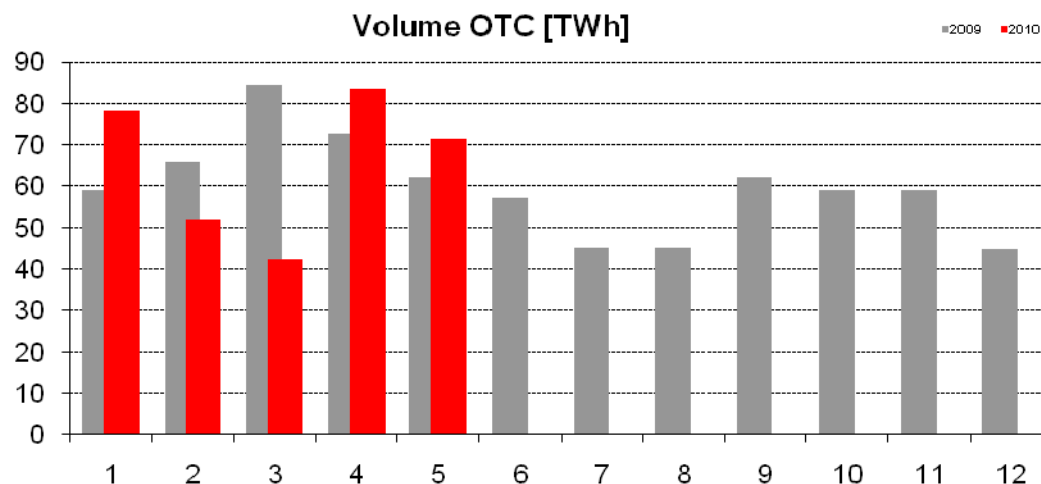
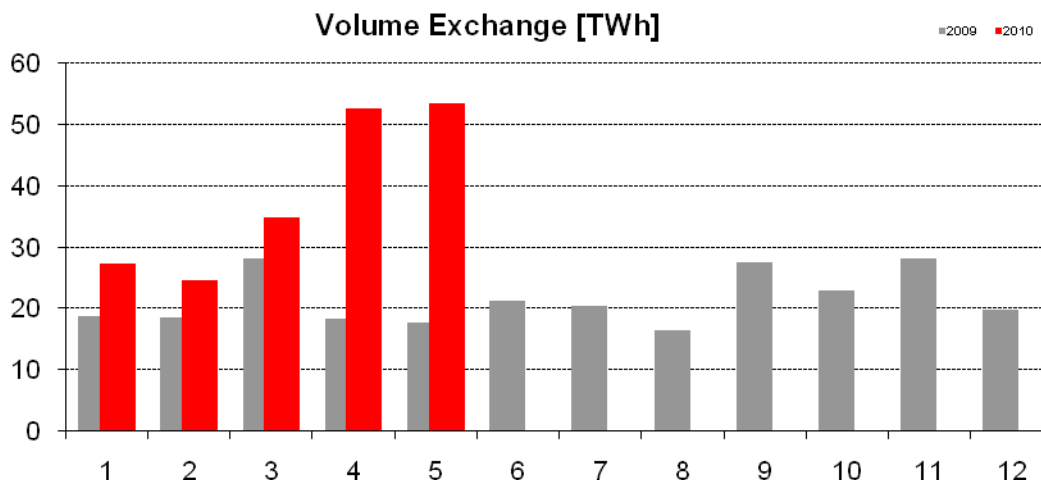
June 24th, 2010

- 1. Power Products**
- 2. Gas Products**
- 3. Emissions Products**
- 4. Coal Products**



Trading Volumes Phelix Futures

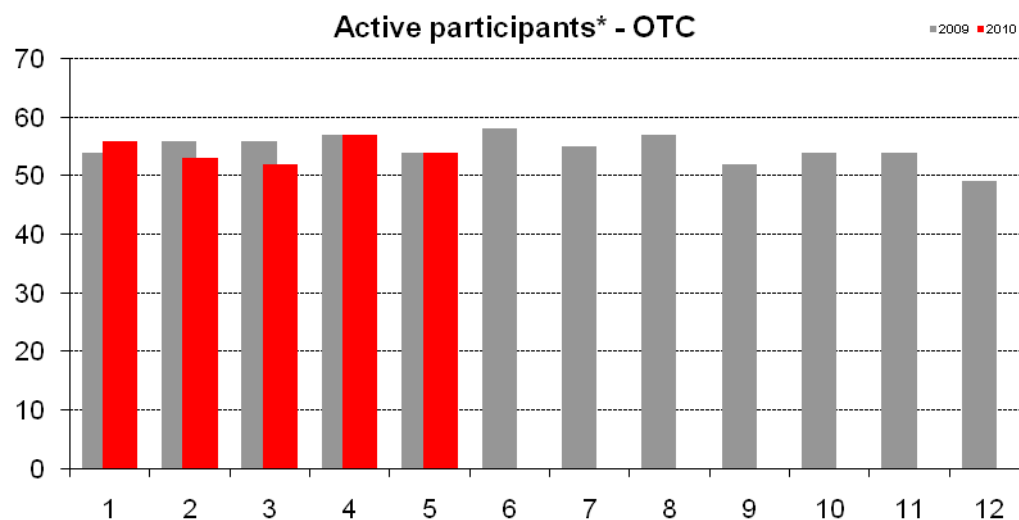
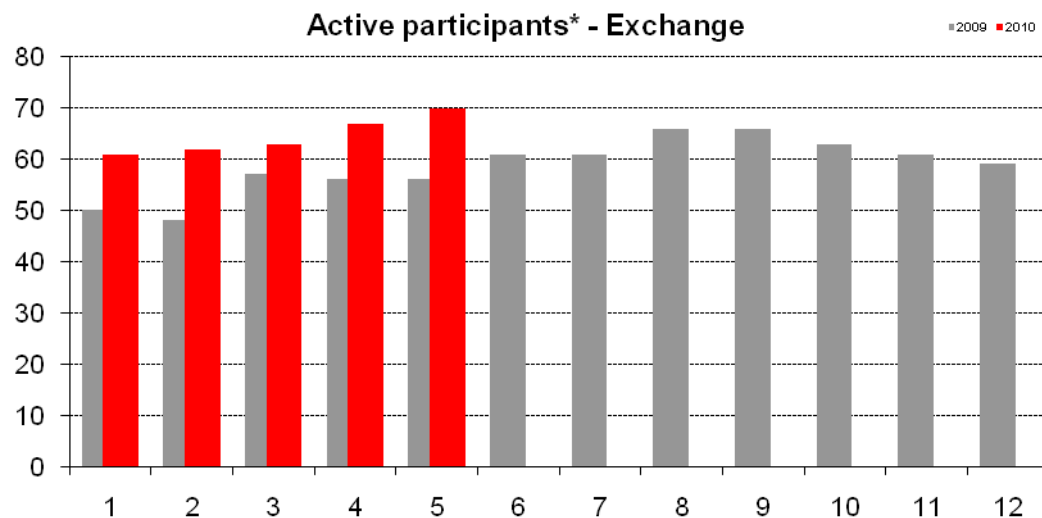
2009 vs. 2010



- April and May 2010 strong in exchange trading
- High liquidity in overall market effects trading on EEX
- Exchange/OTC ratio up to 40 % during the strong months
- Ratio between financial and utility sector: between 60 % and 70 % of traded volumes are coming from utilities in 2010



Active participants in Phelix Futures 2009 vs. 2010

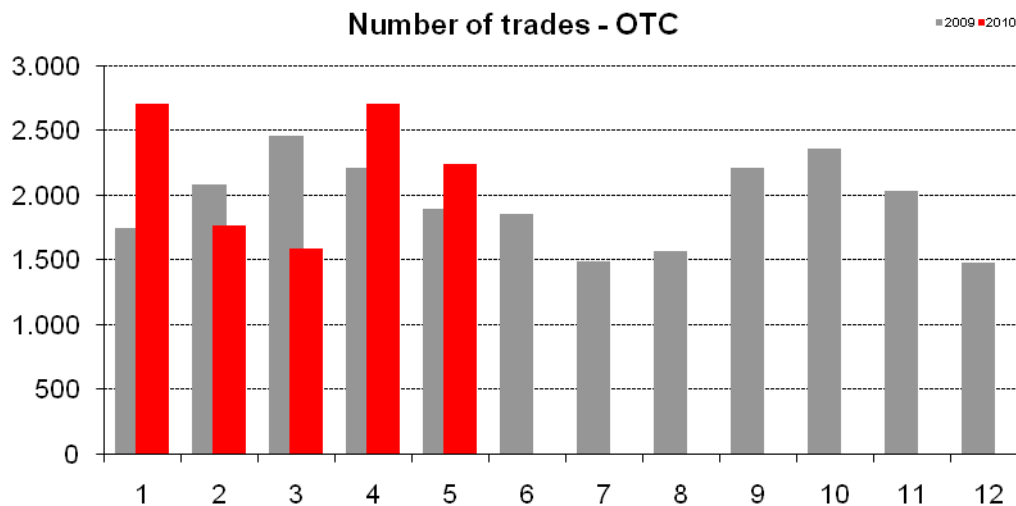
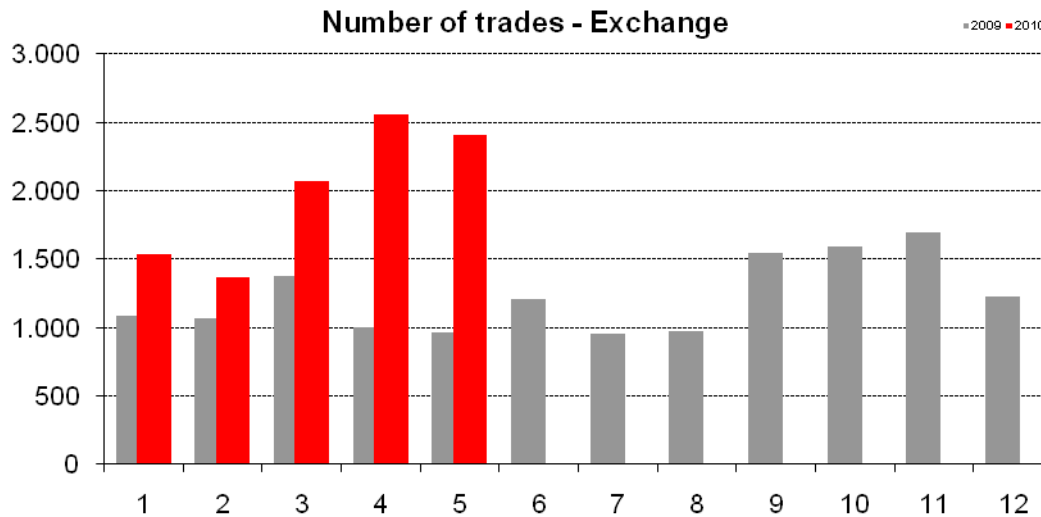


* participants are considered active if involved in at least one trade

- Rising number of active participants on exchange side
- Stable level with regards to participants registering OTC deals for clearing
- 10 (+ 2 from Eurex coop.) companies newly admitted in 2010 – part of them already actively trading
- Former “FEF” French Electricity Futures participants have also started to trade Phelix futures
- Improvements of technical connection pays off



Number of trades in Phelix Futures 2009 vs. 2010

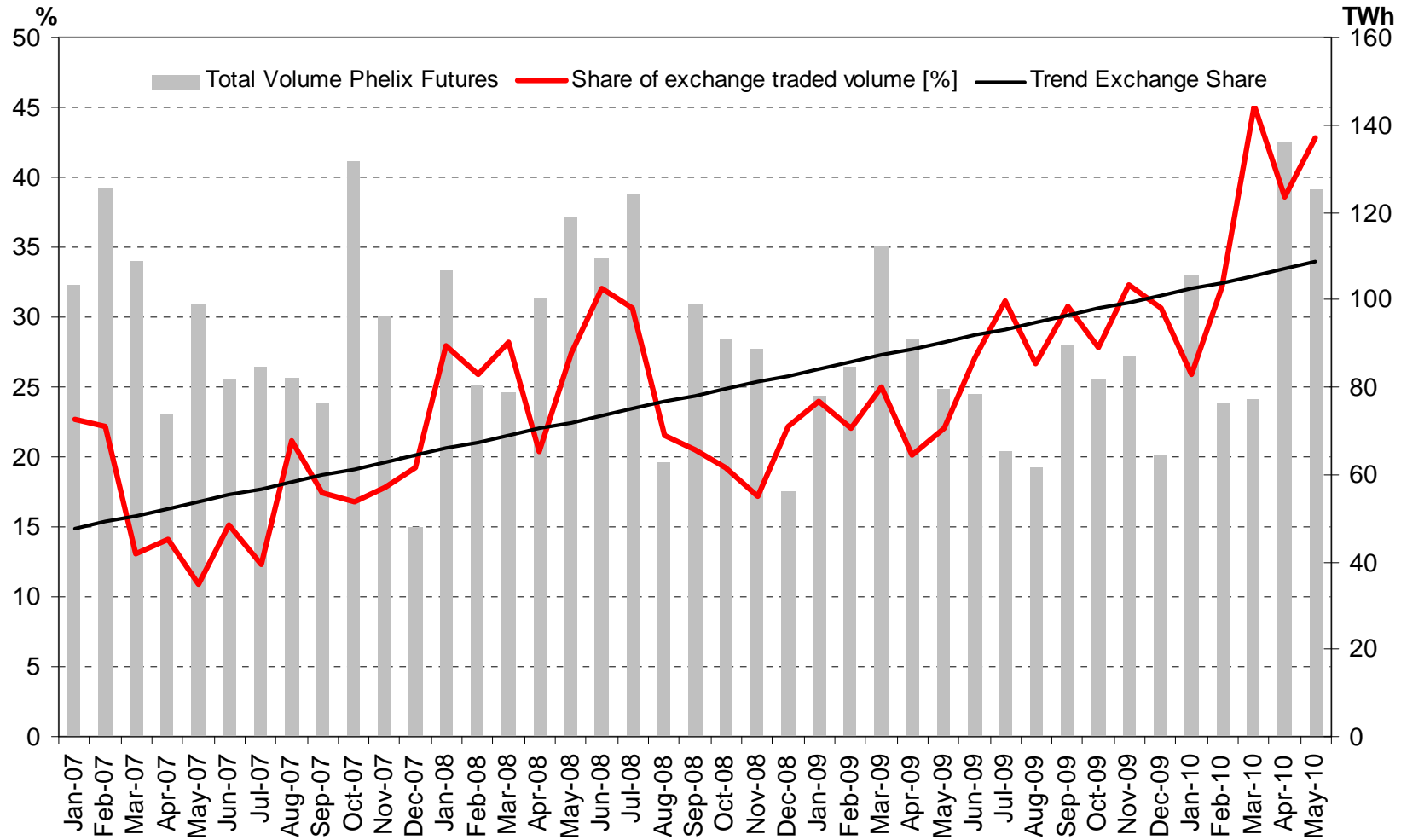


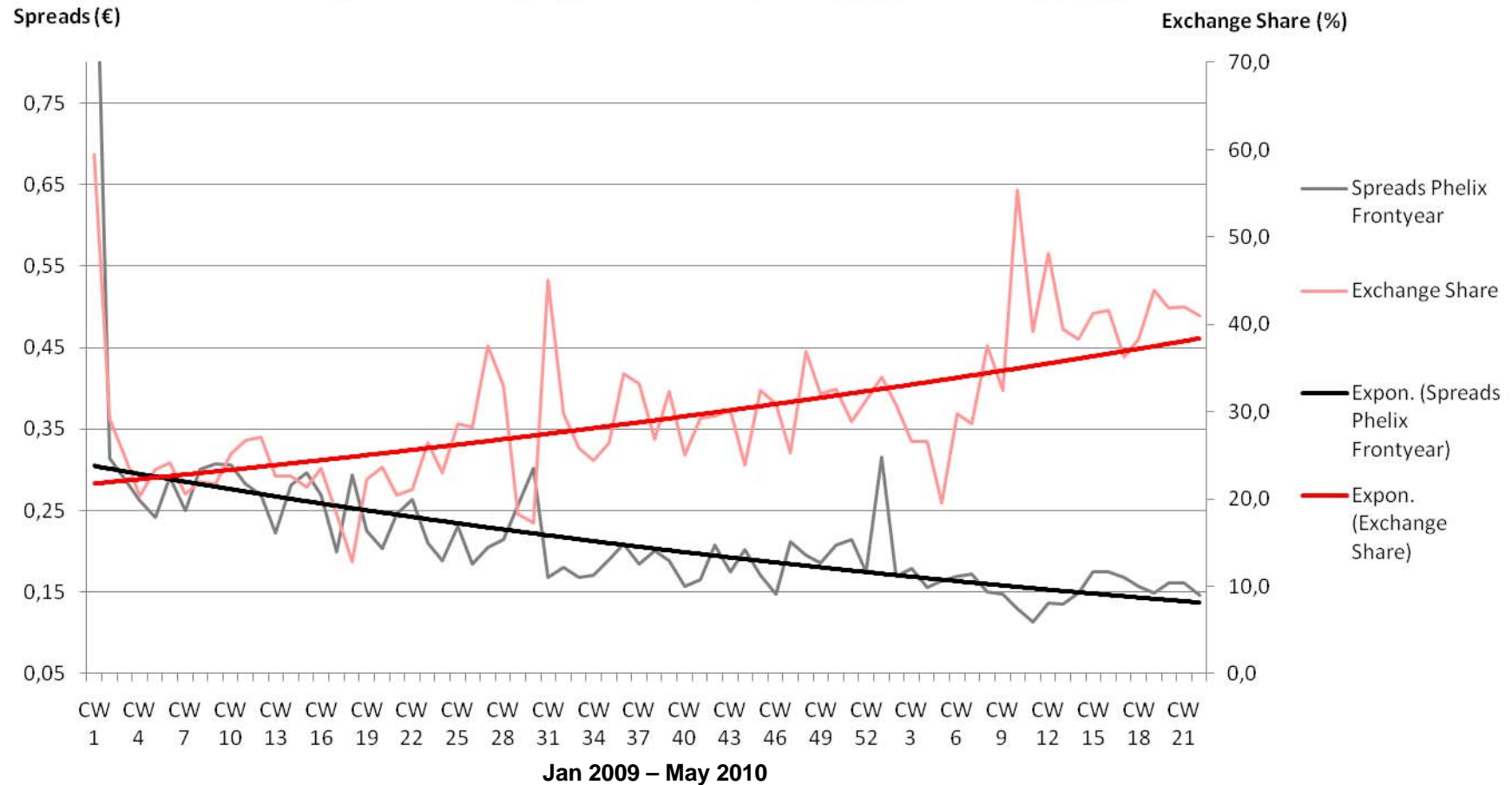
- High number of exchange trades – also due to improvements in offering EEX prices on Trayport frontend
- Increasing number of trades are done via the EEX Communicator (interface to Trayport frontend) – share between 40 % and 50 %
- Approx. 30 participants use EEX's Communicator software for trading



Share of exchange trades

- We are seeing a long-term trend towards exchange-based cleared products





- Exchange spreads and liquidity are improving



Members admitted for EEX Power Derivatives trading (10 newly admitted in 2010)

124/7 Trading GmbH
2A2A Trading S.r.l.
3Accord Energy Limited
4actogas GmbH
5advanced energy trading GmbH
6**Alfred C. Toepfer International GmbH**
7All Energy Trading B.V.
8Alpiq Swisstrade AG
9Barclays Bank PLC
10Bayerische Landesbank
11BG International Limited
12BHF-BANK Aktiengesellschaft
13BKW enex AG
14BNP Paribas Commodity Futures Ltd.
15BP Gas Marketing Limited
16Burgo Energia srl
17CEZ, a.s.
18Citadel Energy Investments Ltd.
19**Citigroup Global Markets Ltd.**
20citiworks AG
21Compagnie Nationale du Rhône
22Conocophillips (U.K.) Limited
23Consus France S.A.R.L.
24Crédit Agricole Corporate & Investment Bank
25Credit Suisse
26Danske Commodities A/S
27DELTA Energy B.V.
28Deutsche Bank AG
29Direct Energie S.A.
30DONG Energy Germany AG
31DONG Naturgas A/S
32DREWAG - Stadtwerke Dresden GmbH
33e&t Energie Handelsgesellschaft m.b.H.
34.ON Energy Trading SE
35EconGas GmbH
36EDF Trading Limited
37Edison Trading S.p.A.
38EGL Trading AG
39ELECTRA Deutschland GmbH
40Electrabel S.A.
41EnBW Trading GmbH
42Endesa Generación S.A.
43Endesa Trading S.A.U.
44Eneco Energy Trade B.V.
45Enel Trade S.p.A.
46Energia-Obrót S.A.
47Energi Danmark A/S
48Energie AG Oberösterreich Trading GmbH
49Energiedienst Holding AG
50Energiefinanz GmbH

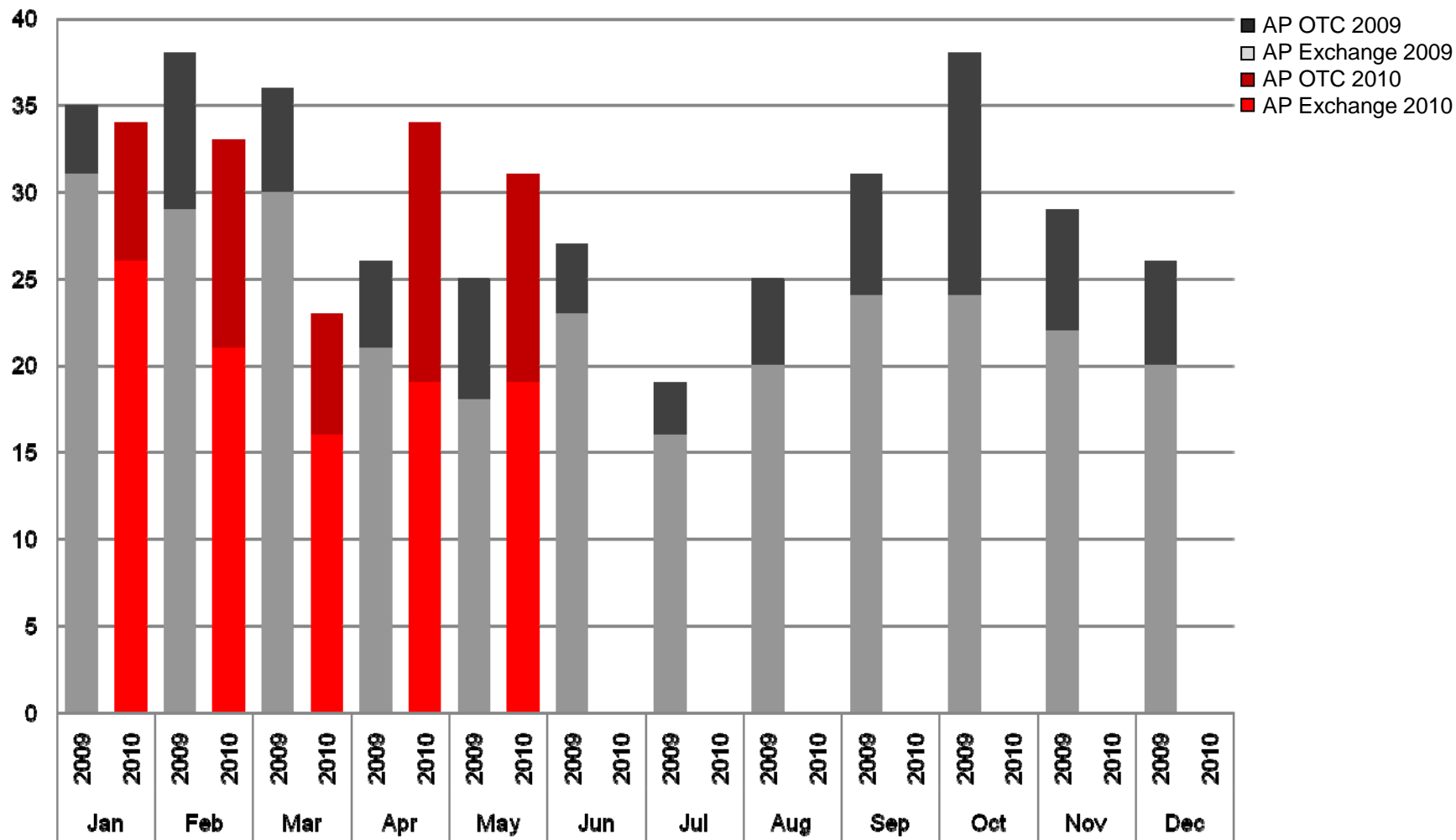
51energy financing team (Switzerland) AG
52Energy Logistics and Services GmbH
53Energy Trading Company s.r.o.
54ENOI S.p.A.
55Enovos Deutschland AG
56**ENOVOS Luxembourg S.A.**
57Epool s.r.o.
58Esperia S.R.L.
59EUROPE ENERGY S.P.A.
60**European Energy Fund**
61Evonik STEAG GmbH
62EWW Energie- und Wasser-Versorgung GmbH
63Ezpada s.r.o.
64Fortis Bank Global Clearing N.V.
65Gala S.p.A.
66Galp Power, S.A.
67Gas Natural SDG S.A.
68Gaselys, S.A.S.
69Gazprom Marketing & Trading Limited
70GEN-I, d.o.o.
71GETEC Energie AG
72GFI Securities Limited
73Goldman Sachs International
74**Gunvor International B.V., Niederlassung Genf**
75**Hess Energy Power & Gas Company (UK) Ltd.**
76Holding Slovenske elektrarne d.o.o.
77Iberdrola Generación S.A.U.
78ICAP Energy AS
79IMC Energy Trading B.V.
80International Power (Trading) Limited
81J.P. Morgan Securities Ltd.
82Kalibra XE France SAS
83**KI Energy Trading GmbH**
84KORLEA INVEST, a.s.
85LINZ STROM GmbH
86Louis Dreyfus Energy Services L.P.
87Lumius, spol. s r.o.
88Macquarie Bank Limited (London Branch)
89Mark-E Aktiengesellschaft
90**Mercuria Energy Trading SA**
91Merrill Lynch Commodities (Europe) Limited
92MF Global UK Limited
93Morgan Stanley & Co. International plc
94Newedge Group (UK Branch)
95Nidera Handelscompagnie B.V.
96Nomura Energy Marketing Limited
97Nordea Bank Finland Plc Niederlassung Deutschland
98**Nordjysk Elhandel A/S**
99Norsk Hydro Produksjon AS

100Novawatt SAS
101Panther Trading AG
102PCC Energie GmbH
103Pfalzwerke AG
104POWEO S.A.
105RheinEnergie Trading GmbH
106RTE EDF Transport SA
107RWE Supply & Trading GmbH
108RWE Supply & Trading Netherlands B.V.
109RWE Supply & Trading Switzerland S.A.
110Salzburg AG für Energie, Verkehr und Telekommunikation
111ScottishPower Energy Management Ltd.
112Shell Energy Europe Limited
113**Sinerjie Italiane SRL**
114Société Nationale d'Electricité et de Thermique S.A.
115Sorgenia S.P.A.
116Spectron Energy Services Ltd.
117Stadtwerke Chemnitz AG
118Stadtwerke Düsseldorf AG
119Stadtwerke Flensburg GmbH
120Stadtwerke Hannover AG
121Stadtwerke Karlsruhe GmbH
122Stadtwerke Leipzig GmbH
123Stadtwerke München GmbH
124Statkraft Energi AS
125Statkraft Markets GmbH
126STEWEAG-STEAG GmbH
127Südwestdeutsche Stromhandels GmbH
128Syneco Trading GmbH
129Technische Werke Ludwigshafen am Rhein AG
130TEI ENERGY SPA
131The Royal Bank of Scotland plc.
132ThyssenKrupp AG
133TIWAG-Tiroler Wasserkraft AG
134Total Gas & Power Ltd.
135Total Global Steel Ltd.
136Tradition Financial Services GmbH
137Trianel GmbH
138TRIMET ALUMINIUM AG
139Tullett Prebon (Securities) Limited
140UBS AG
141UEM SAEMIL
142Vattenfall Energy Trading GmbH
143Vattenfall Energy Trading Netherlands N.V.
144VERBUND AG
145Vitol S.A.
146VNG - Verbundnetz Gas Aktiengesellschaft
147WINGAS GmbH & Co. KG

Admitted in the course
of the Eurex
cooperation:

Fortis Bank Global Clearing N.V.
Bache Commodities Limited

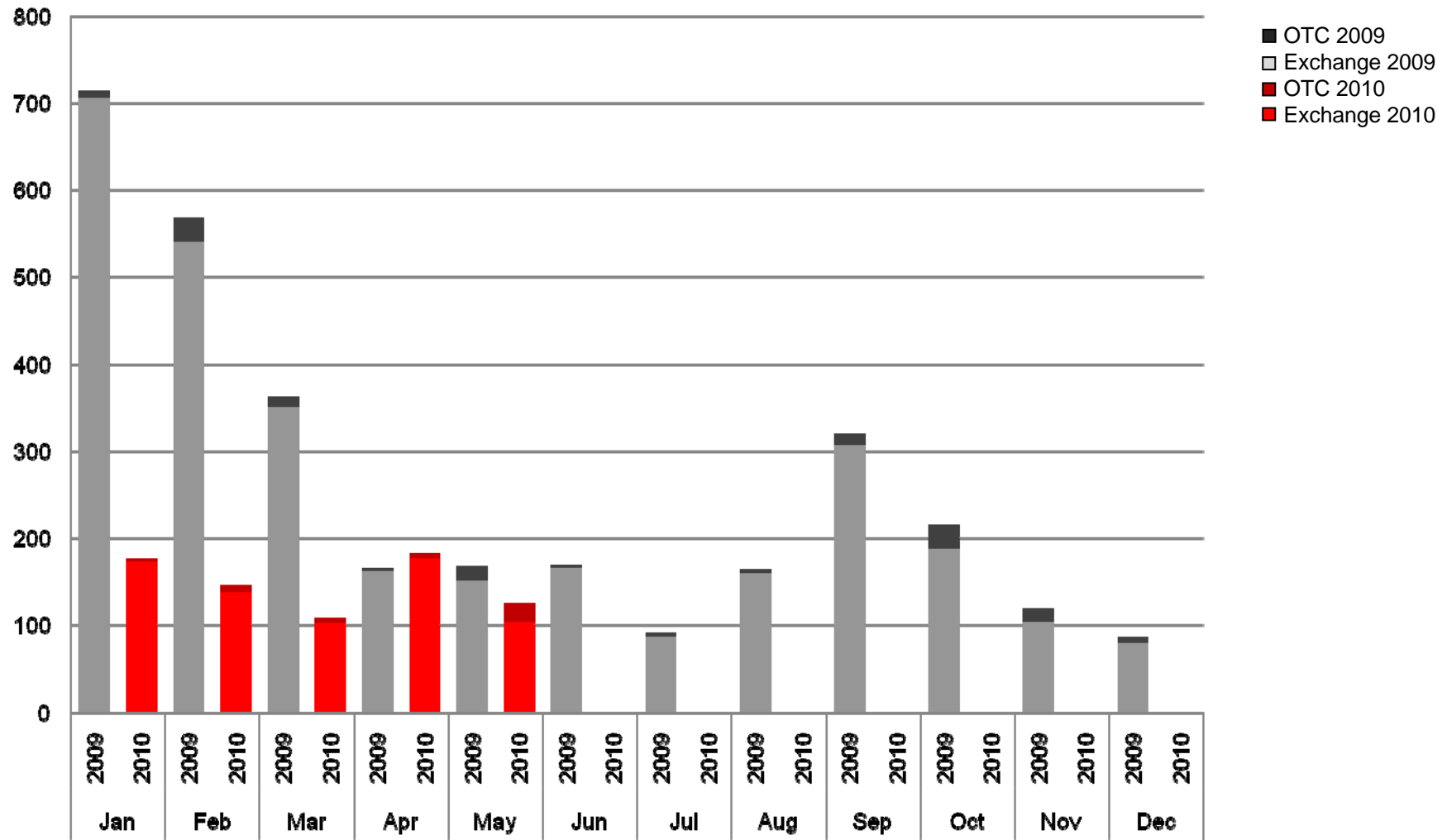
Number of Active Participants (AP)





Current Situation of Trading in French Futures II

Number of Trades





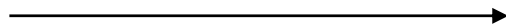
Negative Prices at EEX Markets – Status

- Negative prices at the EEX day ahead and intraday market are accepted and fully understood by market participants.
- Negative prices are seen as a necessary price signal and not as a failure of the market, even though in the long run fundamental reasons for persistent negative prices are still missing.
- In conjunction with the German EEG law, consequences from price signals of the electricity market are still to be discussed.
- The obligation of TSOs to fully market renewable energies on the spot market of an exchange since 1st January 2010 has not led to extraordinary negative prices at EPEX Spot in the first quarter of 2010.



Impact of Negative Prices on EEX Derivatives Markets (1)

- Currently, settlement prices at EEX derivatives markets are strictly limited to positive values due to the following constraints:
 - Eurex trading system does not allow for negative prices.
 - Risk management and margin systems at ECC, Clearing Members, and Non-Clearing Members are limited to positive prices.
 - Formulae and software tools for pricing of option contracts are not capable of negative prices.

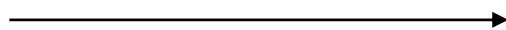


Introduction of negative settlement prices on EEX derivatives markets currently not reasonable.



Impact of Negative Prices on EEX Derivatives Markets (2)

- The probability of negative values of Phelix indices increases
 - with decreasing delivery period: year → quarter → month → week → day
 - depending on profile: peak → base → off peak
- For the majority of Phelix futures contracts, the final settlement price is known at the end of the trading period of the given contract, an exception being e.g. weekly baseload contracts.
- For all existing Phelix futures, the probability of negative values of the underlying Phelix index is extremely low. In exceptional cases, contracts with negative values could be settled manually.

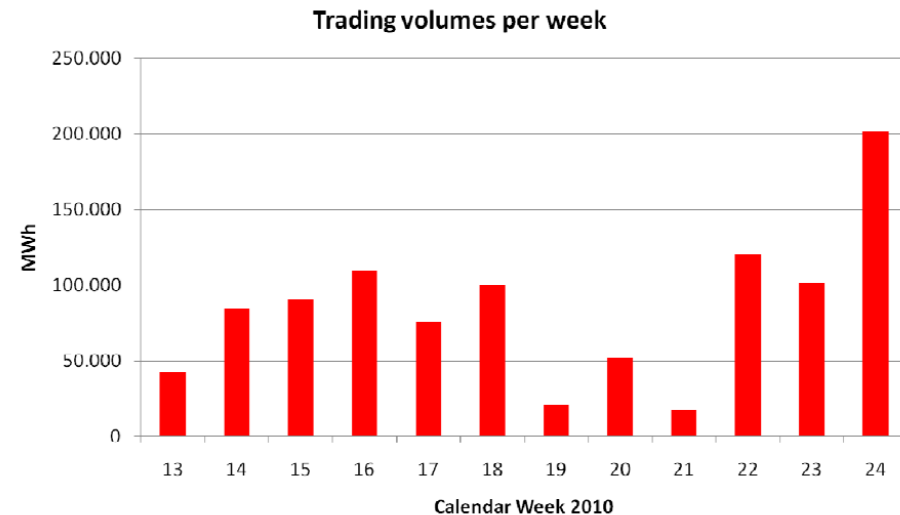


However, in order not to disturb normal market operation, weekly off peak futures will not be introduced for the time being.



Status Phelix Week Futures

- Successfully launched on March 29th, 2010; volume traded per June 18th 2010 > 1 TWh
- 13 active trading participants
- 3 active market makers
- A couple of clearers not ready has limited the current number of active trading companies. A number of companies still do not have internal readiness
- **Next steps:**
 - Activate additional market makers & participants
 - Ensure readiness with all clearers
 - Realize IT connectivity strategy – not all participants can trade EEX via Trayport frontend yet – week trading on Eurex is complicated because of contract names and thus prevents some members from trading the new contracts





Phelix Short Dated Options

- EEX expands the option product portfolio of Phelix Futures
- Further maturities are added to the existing maturities for options (European Style) on Phelix Year Base Futures, based on the maturities of quarter options
- Example: In addition to the maturity at the end of December 2011, the following maturities are offered for an option on Baseload Year Futures 2012: end of March, end of June and end of September 2011. Regardless of the different maturities, the corresponding futures position of the underlying asset is booked upon exercising of the option.

	EXERCISE DATE	UNDERLYING ASSET
Current situation	Dec 11	Cal 12 Base
additional options	Mar 11 → Jun 11 → Sep 11	Dec 11
		Cal 12 Base

- Launch date: June 28, 2010



Phelix Off-Peak Futures

- EEX expands Phelix futures product portfolio by Off-Peak Futures
- Load profile comprises Monday – Friday 0:00 – 8:00 h and 20:00 – 24:00 h; Saturday and Sunday 0:00 – 24:00 h
- Cascading of year and quarter futures
- Expiration, settlement and maturity same as for Phelix Base/Peak Futures
- Further step towards a product range that allows for spread trading



- Launch envisioned for Aug 2010

eex Switch to Financial Futures in French Market

- Financially settled (Phelix) futures are the most liquid products on EEX
- A financial settlement of French futures contract is likely to attract higher liquidity in this market segment as well since active market participation for financial institutions is easier than in the case of physical settlement
- A switch of the existing FEF contracts to financial contracts was discussed and agreed upon in the last meeting of the FEF DC under the precondition of all technical issues being solved first to grant easy access (via Trayport frontend) to all trading participants
- EEX presents its intention to switch the French futures contracts to
 - Board of the Management of EEX AG
 - Board of the Exchange Management
 - EEX Exchange Council (first resolution on launch of financial week contracts on June 24, 2010)

1. Power Products

2. Gas Products

3. Emissions Products

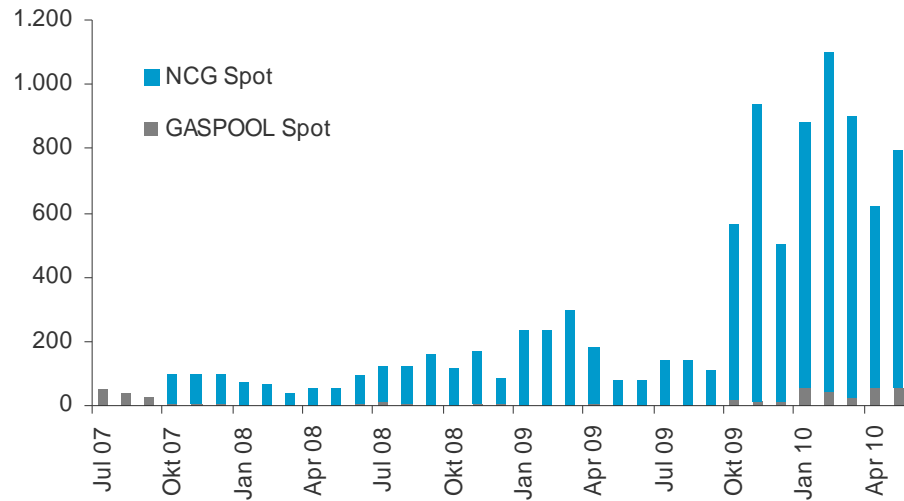
4. Coal Products



Development of trading volumes since launch

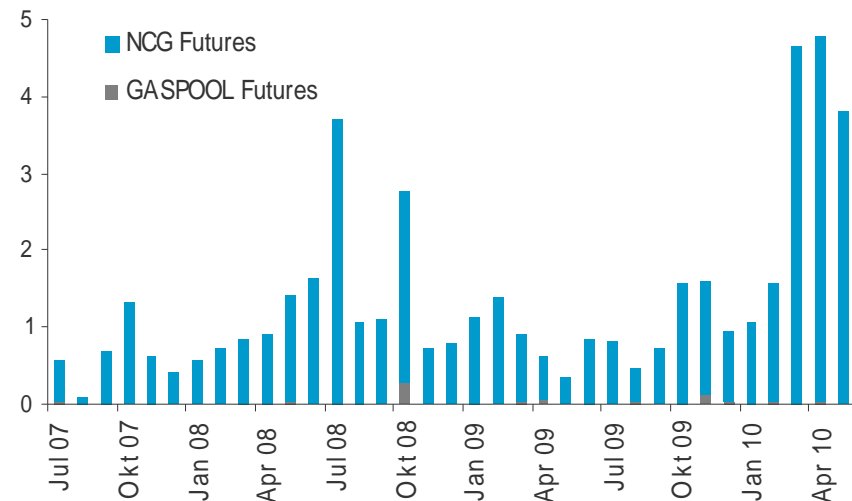
Spot Market

GWh



Futures Market

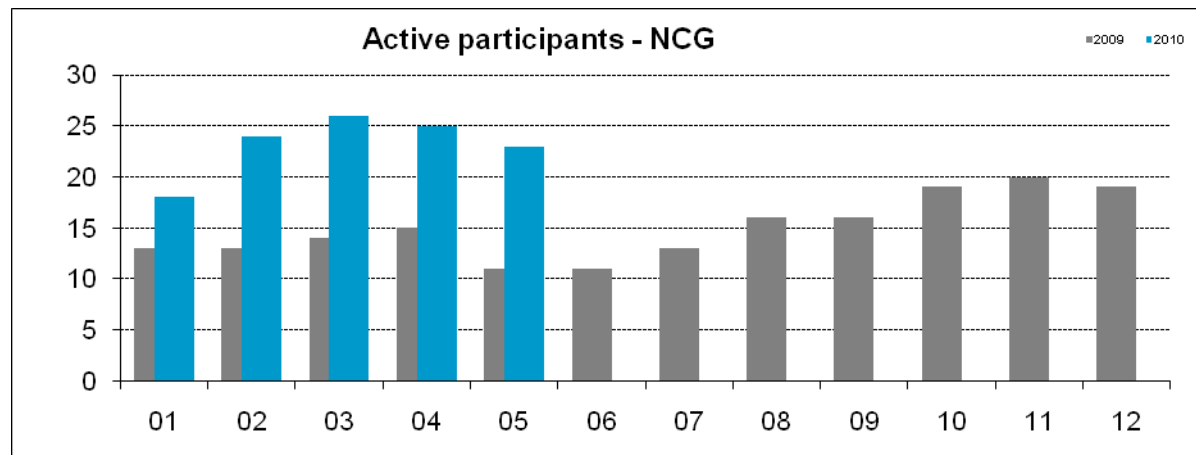
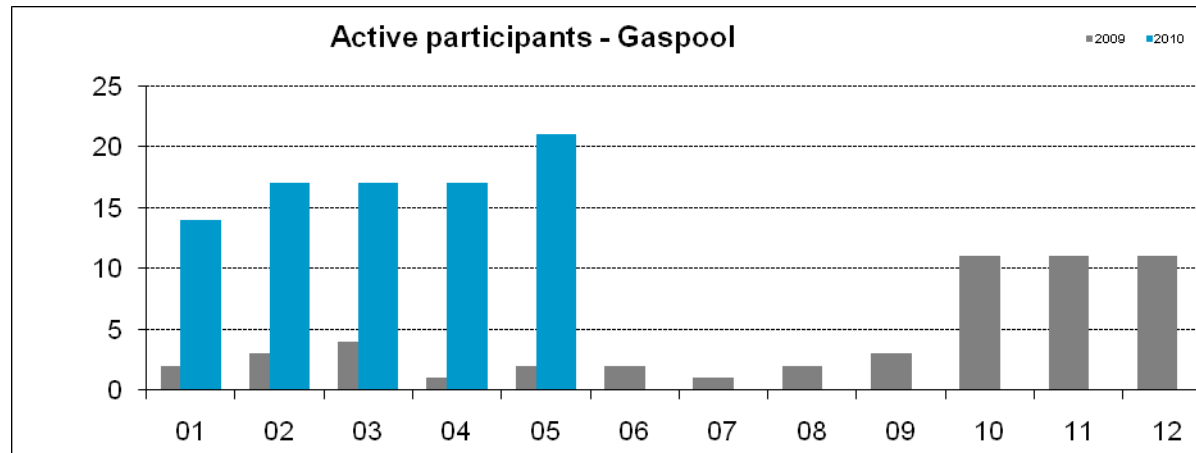
TWh



Spot Gas	Termin Gas
2010 - 4.291 GWh (Jan-May)	2010 - 15.913 GWh (Jan-May)
2009 - 3.515 GWh	2009 - 11.361 GWh
2008 - 1.170 GWh	2008 - 14.865 GWh
2007 - 405 GWh	2007 - 2.863 GWh
9.381 GWh	45.002 GWh



Active participants in Gas Spot Market 2009 vs. 2010

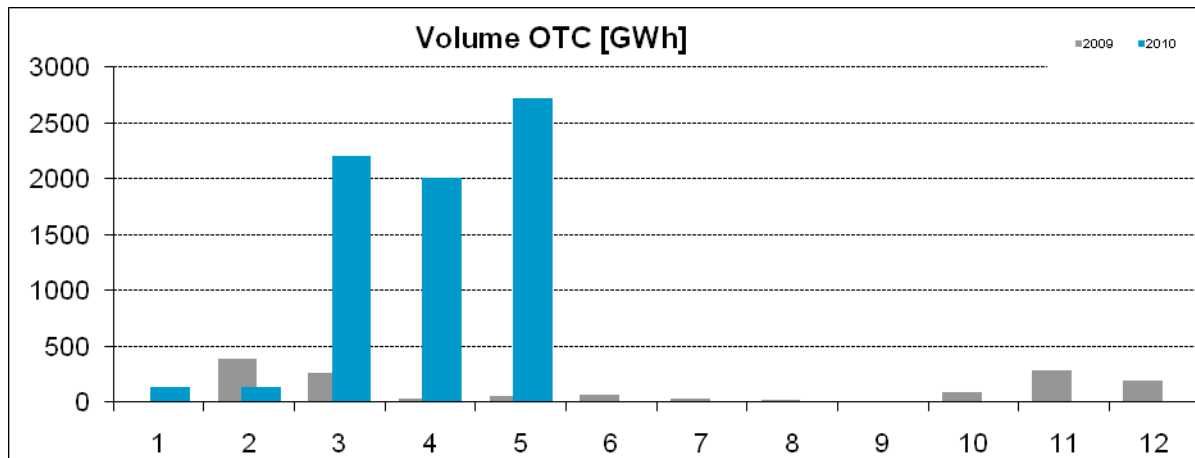
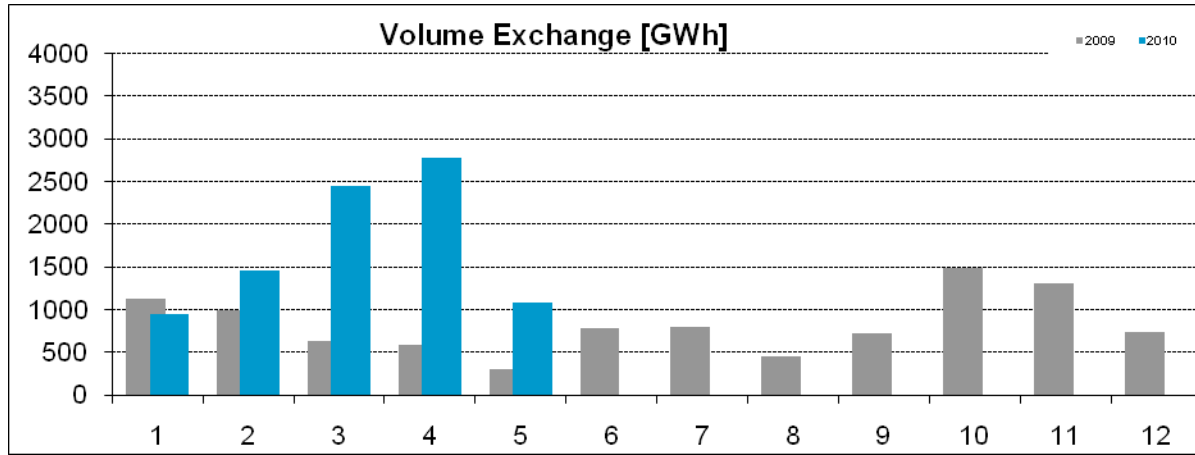


- Rising number of active participants on exchange side in both market areas
- Launch of new products has improved the liquidity of the spot market
- Positive development in Gaspool area – over 20 participants active
- Admitted members possess mainly the balancing agreements for both areas

Active participant is meant if a trade is done



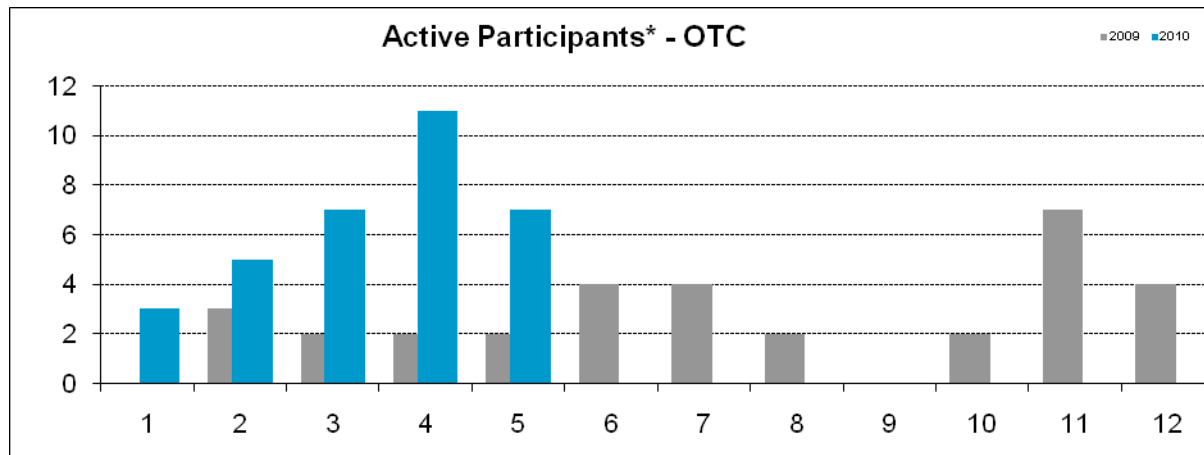
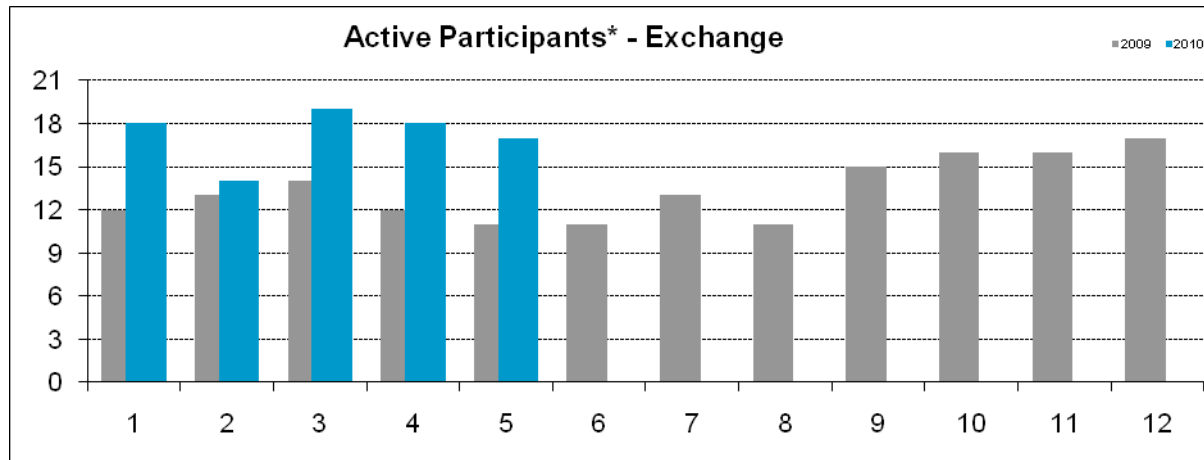
Development of Gas Derivatives Volume



- Volume improvement in comparison to 2009
- Since March 2010 pick up in registration of OTC transactions
- Liquidity improvement on derivatives market is following the improvement on the spot market



Development of active participants in Derivatives Market



- Positive development of active participants
- More members active directly on the exchange than via brokers
- Liquidity improvement on derivatives market is following the improvement on the spot market

* participants are considered active if they have been involved in at least one successful trade



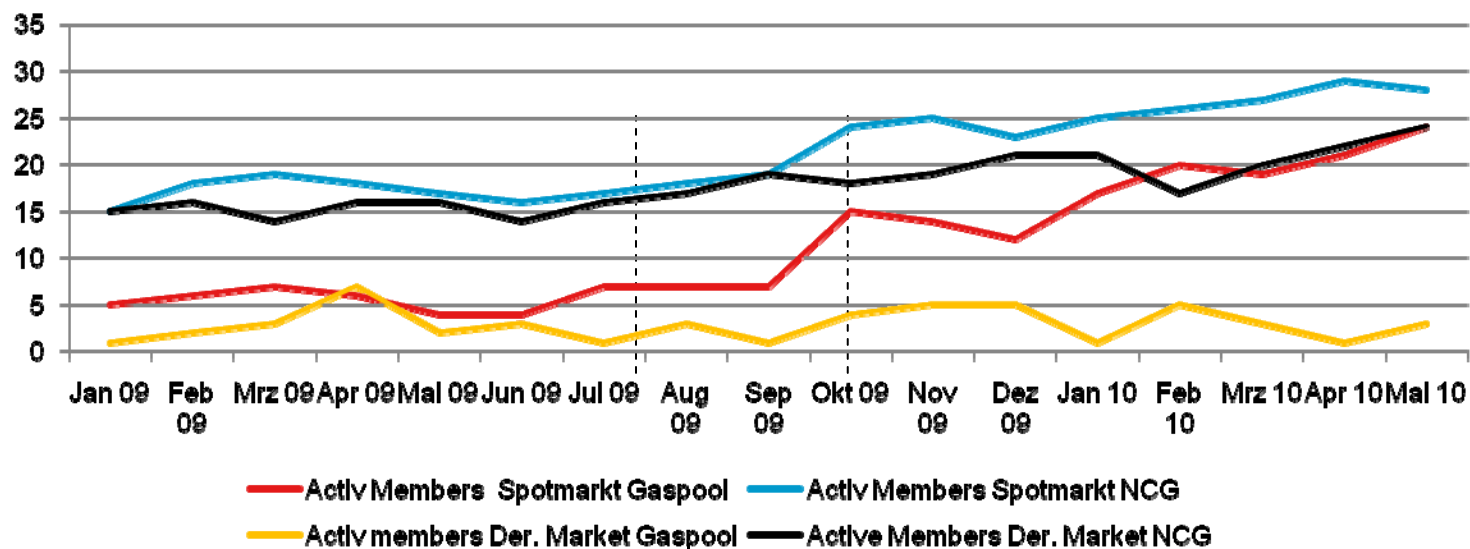
Admitted Members

1 24/7 Trading GmbH	31 Enovos Luxemburg S.A.	61 RWE Supply & Trading GmbH
2 Actogas GmbH	32 Enso Energie Sachsen Ost AG	62 Salzburg AG für Energie, Verkehr u. Telekomm.
3 Advanced Energy Trading GmbH	33 envia Mitteldeutsche Energie AG	63 Shell Energy Europe Limited
4 Barclays Bank plc.	34 Essent Trading International S.A.	64 Sinergie Italiane
5 BECOMAC GmbH	35 EWE AG	65 Spectron Energy Services Limited
6 BG International Limited	36 Gasag Berliner Gaswerke AG	66 Stadtwerke Flensburg GmbH
7 BKW FMB Energie AG	37 Gaselys S.A.S.	67 Stadtwerke Hannover AG
8 Braunschweiger Versorgungs-AG & Co KG	38 GASPOOL Balancing Services GmbH	68 Stadtwerke Karlsruhe GmbH
9 CEMCORE ENERGY TRADING GmbH	39 Gazprom Marketing & Trading Ltd.	69 Stadtwerke Leipzig GmbH
10 CEZ a.s.	40 GETEC Energie AG	70 Stadtwerke München GmbH
11 Danske Commodities A/S	41 GFI Securities Ltd.	71 Stadtwerke Viernheim GmbH
12 DB Energie GmbH	42 Gunvor International B.V.	72 Statkraft Energi AS
13 Deutsche Bank AG	43 ICAP Energy AS	73 Statkraft Markets GmbH
14 DONG Energy Germany AG	44 Innovative Energy GmbH	74 Südwestdeutsche Stromhandels GmbH
15 DONG Naturgas A/S	45 KES Komm. Energie.ges. Südsachs. mbH	75 swb Vertrieb Bremen GmbH
16 DREWAG Stadtwerke Dresden GmbH	46 KoM-SOLUTION GmbH	76 Syneco Trading GmbH
17 E.ON Energy Trading SE	47 Louis Dreyfus Energy Services L.P.	77 Technische Werke Ludwigshafen a. Rhein AG
18 EconGas GmbH	48 Lumius, spol s.r.o.	78 The Royal Bank of Scotland plc.
19 EDF Trading Limited	49 Macquarie Bank Ltd.	79 Total Gas & Power Limited
20 EHA Energie-Handels-Ges. mbH & Co. KG	50 Mercuria Energy Trading S.A.	80 Trianel
21 Electrabel S.A	51 Morgan Stanley & Co. International plc	81 Tullet Prebon (Securities) Ltd
22 EnBW Trading GmbH	52 N.N.	82 UBS AG
23 Energie AG Oberösterreich Trading GmbH	53 natGAS Aktiengesellschaft	83 Vattenfall Energy Trading GmbH
24 EnergieFinanz GmbH	54 Net Connect Germany GmbH & Co. KG	84 Vattenfall Energy Trading Netherlands N.V.
25 Energiehandelsgesellschaft West mbH	55 Nexen Energy Marketing London Ltd.	85 Vitol S.A.
26 Energieunion AG	56 Optimization Engineers GmbH	86 VNG Verbundnetz Gas Aktiengesellschaft
27 Energy & More Energiebroker GmbH & Co. KG	57 Österreichische Elektrizitätswirtschafts-AG	87 WINGAS GmbH & Co. KG
28 Energy Logistics & Services GmbH	58 PCC Energie GmbH	
29 ENOI S.p.A.	59 Pfalzwerke AG	
30 Enovos Deutschland AG	60 RheinEnergie Trading GmbH	

Spot Market: 77, Futures Market: 64



Impact of milestones on the activity of EEX Gas members

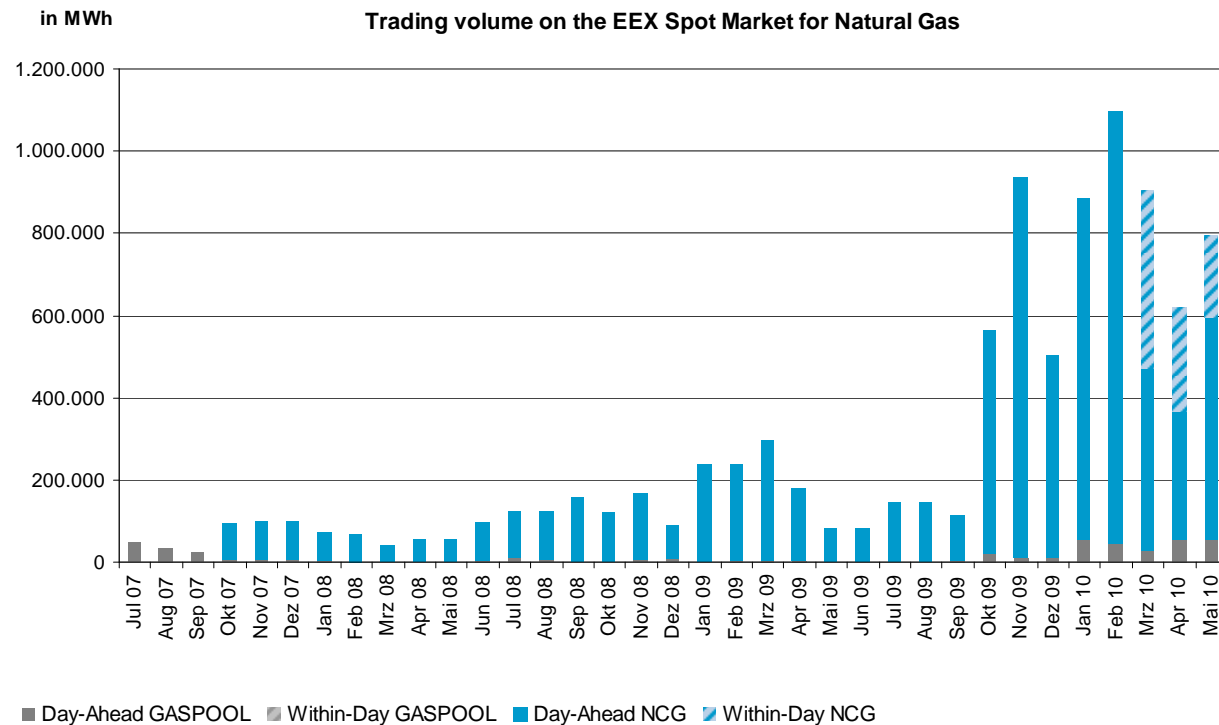


Milestones

- 04. May 09 - Launch of seasons (25 % of derivatives volume)
- 15. July 09 - Start of 1 MW gas auction
- 01. October 09 - Start of control energy trading in NCG market (>1 TWh)
- 05. October 09 - NCG admitted to the Spot Market
- 01. March 10 - Start Within Day Trading
- 18. May 10 - Gaspool admitted to Spot Market



Development of trading in Within Day Contracts



- Positive development in within day contracts – so far over 30 participants have been active
- 40 % of admitted participants have been active in within day contracts

1. **Power Products**
2. **Gas Products**
3. **Emissions Products**
4. **Coal Products**

eeX Derivative Products: EUA Futures & Options

EUA Future

Underlying	Delivery or purchase of EU emission allowances (EUAs) for the second trading period
Maturities	Annual futures 2008–2012
Expiry Date	Mid December
Delivery Date	Mid December + 2 business days
Contract Volume	1,000 EUA (one lot)
Quotation	In EUR/EUA; to two decimal places
Fulfillment	Payment versus delivery

Trading Hours

Europe: 08:00 until 18:00 CET

Block Trade Registration until 18:45 CET

EUA Option

Underlying	Delivery or purchase of Second Period European Carbon Future
Contract Months	European-Styled Call and Put Options for the years 2008 to 2012
Expiry Date	Three exchange days before the final trading day of the underlying future
Exercise	Manual exercise until 03:00 p.m. on the Last Trading Day
Assignment	At the end of the Post-Trading Period of the exercise day
Contract Volume	One Second Period European Carbon Future (1,000 EUA)
Quotation	In EUR/EUA; to three decimal places
Fulfillment	Booking of the corresponding futures position at the respective exercise price after the option is exercised

Current Situation

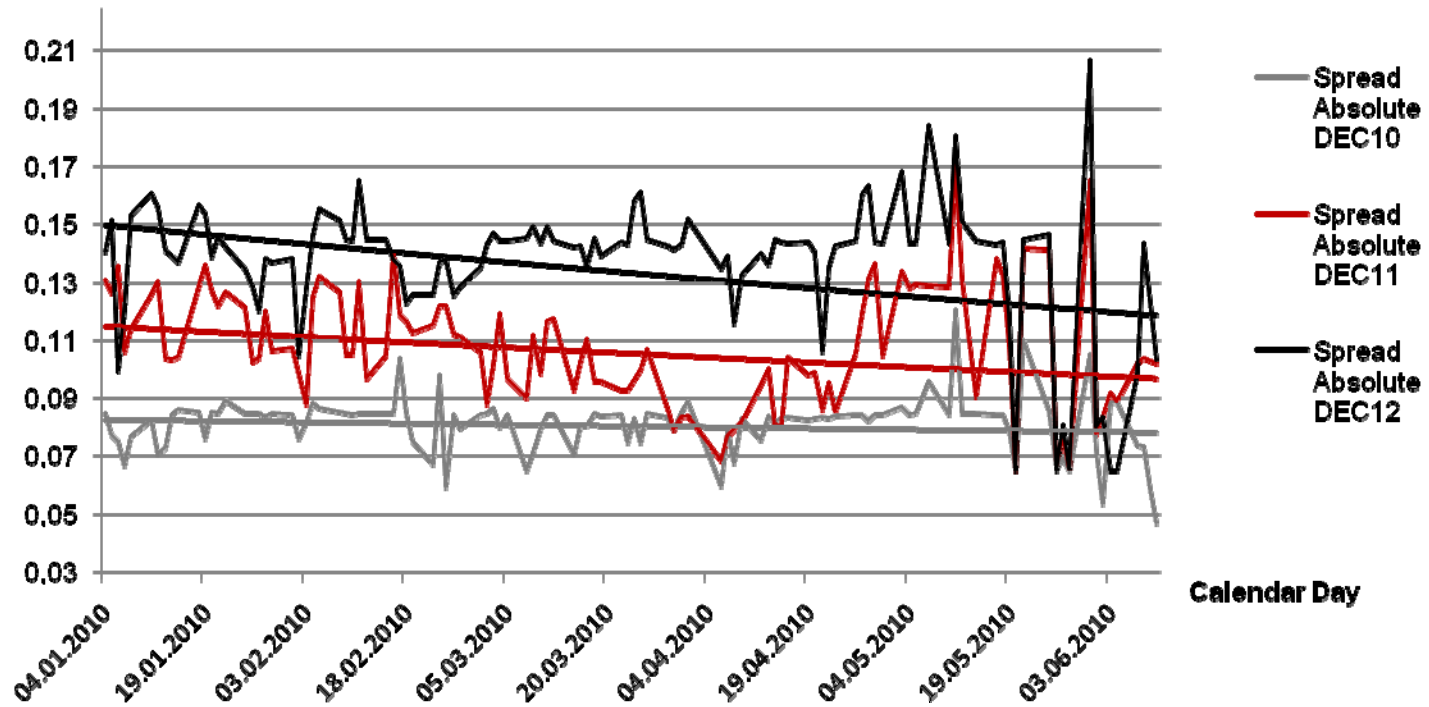
- Derivatives: 24 active members since start of year out of 137 admitted members
- Derivatives: 2 active market makers
- Spot: 20 active members since start of year out of 78 admitted members
- Spot: 2 active market makers, volumes up over 450% compared to 2009

Issues being worked on to improve liquidity

- Roll-out Trayport screens for both spot and derivatives products
- Number of connected members greatly increased
- Intensive discussions with a number of new market makers to improve liquidity
- Changes to price structure
- Key sales personnel and asset class management for emission products
- Using synergies effects of auctioning to gain secondary market liquidity
- Positioning to run EU and German auctions post 2012, early auction in 2011 & 2012
- Improvement to clearing, use of EUA collateral etc.

Spreads (€)

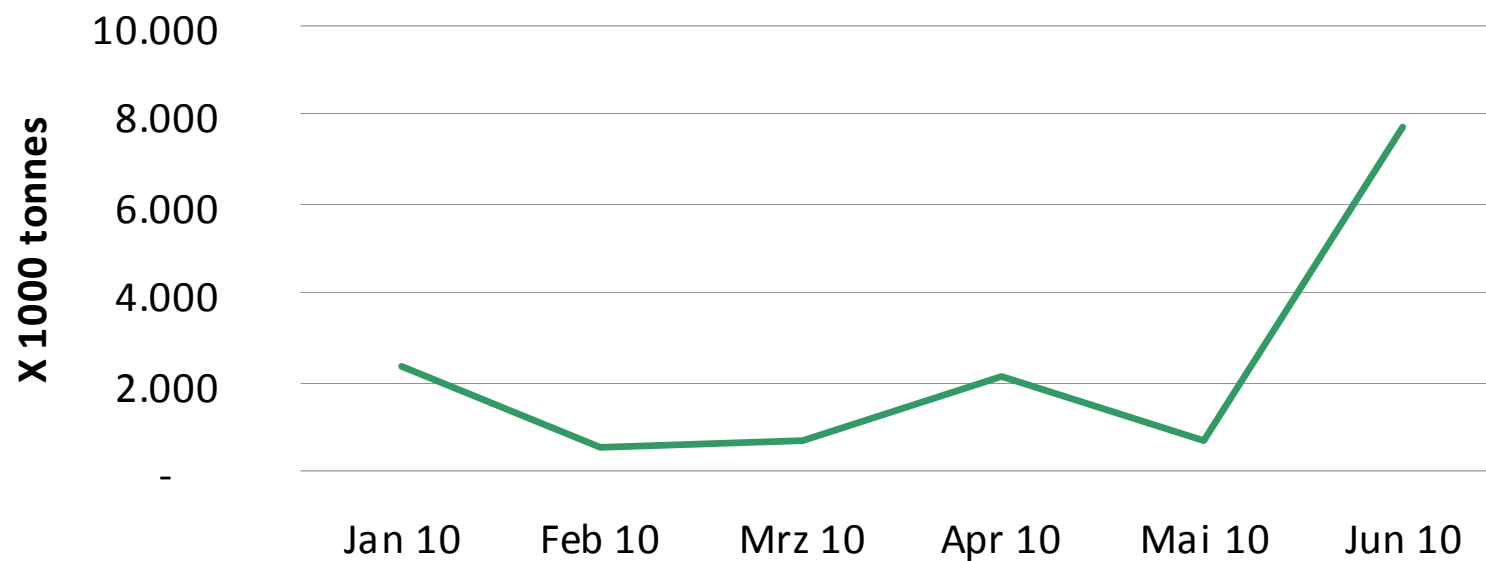
Spreads EUA 2010





EUA Volumes – on the up!

EUA Derivatives Secondary Market Volume/Month



EEX Experience

- The exchange is the leading power exchange in continental Europe
- Transparent and regulated market place with successful daily emission auctions since 2005

Service Provider to the German Government

- The exchange is being used by the German government, through KfW, as a channel to issue EUA certificates to the market
- Until the end of 2009 a total volume of 3mn EUAs have been auctioned/ sold over the EEX
- EEX successfully auctioned more than 12mn EUAs certificates since the start of 2010

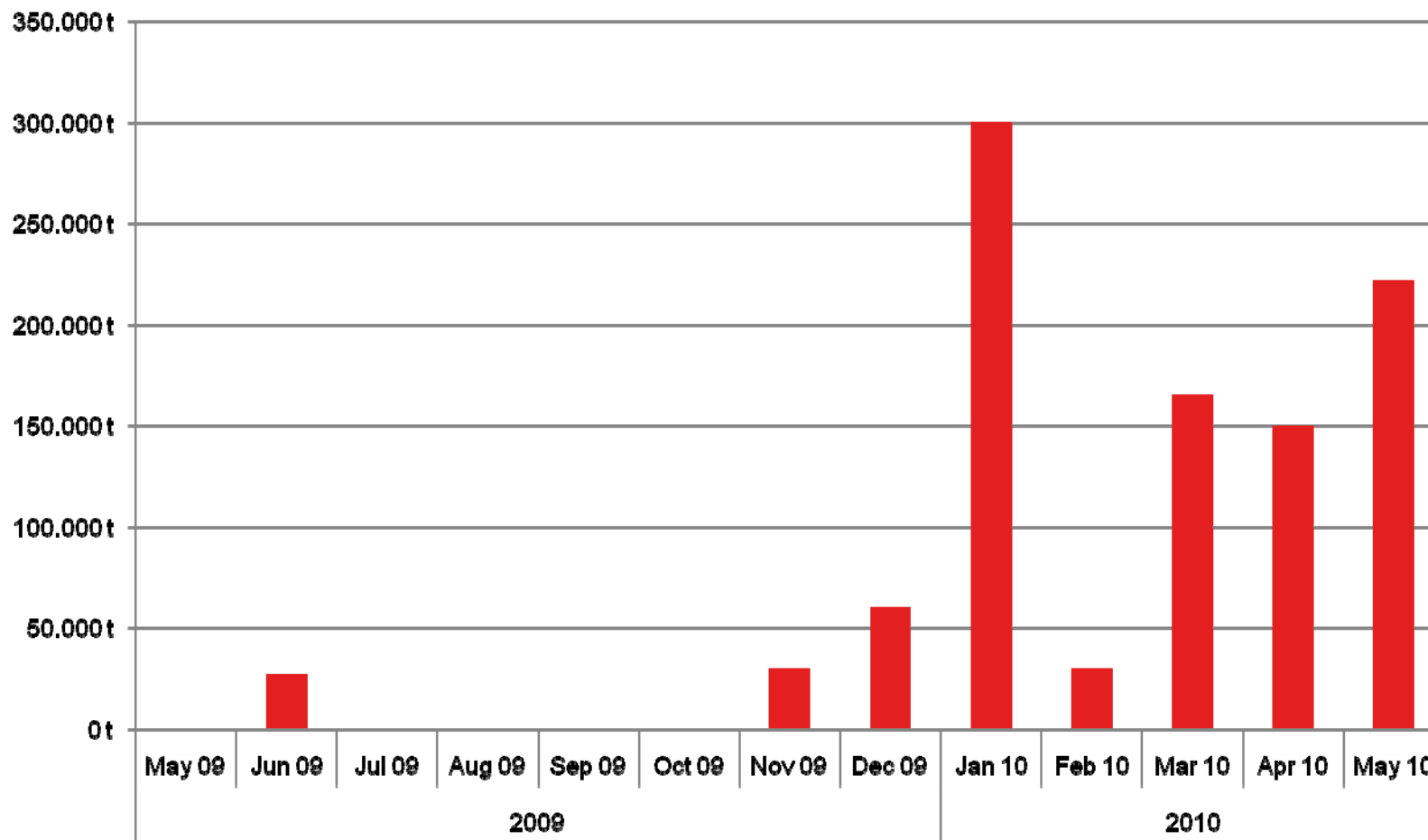
Technical Infrastructure

- EEX Eurex has the largest member access to the utility and financial players
- Single access to primary & secondary market

1. **Power Products**
2. **Gas Products**
3. **Emissions Products**
4. **Coal Products**



Volumes last 12 months



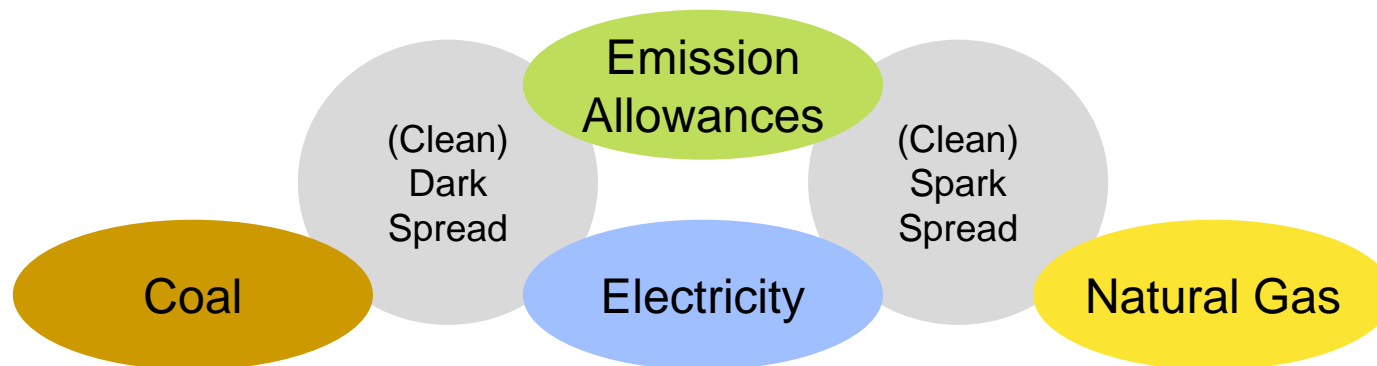


130 direct members coal market

24/7 Trading GmbH	DONG Naturgas A/S	EWV Energie- und Wasser-Vers.	natGAS Aktiengesellschaft	Stadtwerke Karlsruhe GmbH
A2A Trading S.r.l.	DREWAG - Stadtwerke Dresden	Ezpada s.r.o.	Newedge Group (UK Branch)	Stadtwerke Leipzig GmbH
Accord Energy Limited	e&t Energie Handelsgesellschaft	Fortis Bank Global Clearing N.V.	Nidera Handelscompagnie B.V.	Stadtwerke München GmbH
actogas GmbH	E.ON Energy Trading SE	Galp Power, S.A.	Nomura Energy Marketing Limited	Statkraft Energi AS
advanced energy trading	EconGas GmbH	Gasag Berliner Gaswerke AG	Nordea Bank Finland	Statkraft Markets GmbH
Alfred C. Toepfer International	EDF Trading Limited	Gaselys, S.A.S.	Nordjysk Elhandel A/S	STEWEAG-STEAG GmbH
All Energy Trading B.V.	Edison Trading S.p.A.	Gazprom Marketing & Trading	Norsk Hydro Produksjon AS	Südwestdeutsche Stromh.
Alpiq Swisstrade AG	EGL Trading AG	GETEC Energie AG	Panther Trading AG	Syneco Trading GmbH
Barclays Bank PLC	Electrabel S.A.	GFI Securities Limited	PCC Energie GmbH	Technische Werke Ludwigshafen
Bayerische Landesbank	EnBW Trading GmbH	Goldman Sachs International	Pfalzwerke AG	TEI ENERGY SPA
BG International Limited	Endesa Generación S.A.	Gunvor International B.V.,	POWEO S.A.	The Royal Bank of Scotland
BHF-BANK Aktiengesellschaft	Endesa Trading S.A.U.	Hess Energy Power & Gas	RheinEnergie Trading GmbH	ThyssenKrupp AG
BKW enex AG	Eneco Energy Trade B.V.	Iberdrola Generación S.A.U.	RWE Supply & Trading GmbH	TIWAG-Tiroler Wasserkraft
BNP Paribas Commodity Fut.	Enel Trade S.p.A.	ICAP Energy AS	RWE Supply & Trading Netherlands	Total Gas & Power Ltd.
BP Gas Marketing Limited	Energia-Obrót S.A.	IMC Energy Trading B.V.	RWE Supply & Trading Switzerland	Total Global Steel Ltd.
CEZ, a.s.	Energie AG Oberösterreich	International Power	Salzburg AG	Tradition Financial Services
Citigroup Global Markets Ltd.	Energiedienst Holding AG	KI Energy Trading GmbH	ScottishPower Energy	Trianel GmbH
citiworks AG	energy financing team	KoM-SOLUTION GmbH	Shell Energy Europe Limited	TRIMET ALUMINIUM AG
Conocophillips (U.K.) Limited	Energy Logistics and Services	KORLEA INVEST, a.s.	Sinergie Italiane SRL	Tullett Prebon (Securities)
Crédit Agricole Corporate & I.	Energy Trading Company s.r.o.	LINZ STROM GmbH f	SNET	UBS AG
Credit Suisse	ENOI S.p.A.	Louis Dreyfus Energy Services	Sorgenia S.P.A.	Vattenfall Energy Trading
Danske Commodities A/S	Enovos Deutschland AG	Macquarie Bank Limited	Spectron Energy Services Ltd.	Vattenfall Energy Trading Netherl.
DELTA Energy B.V.	ENOVOS Luxembourg S.A.	Mercuria Energy Trading SA	Stadtwerke Chemnitz AG	VERBUND AG
Deutsche Bank AG	Esperia S.R.L.	Merrill Lynch Commodities	Stadtwerke Düsseldorf AG	Vitol S.A.
Direct Energie S.A.	European Energy Fund	MF Global UK Limited	Stadtwerke Flensburg GmbH	VNG - Verbundnetz Gas
DONG Energy Germany AG	Evonik STEAG GmbH	Morgan Stanley	Stadtwerke Hannover AG	Aktiengesellschaft
				WINGAS GmbH & Co. KG

-> Access to the majority of the big utilities and major commodity trading companies in Europe

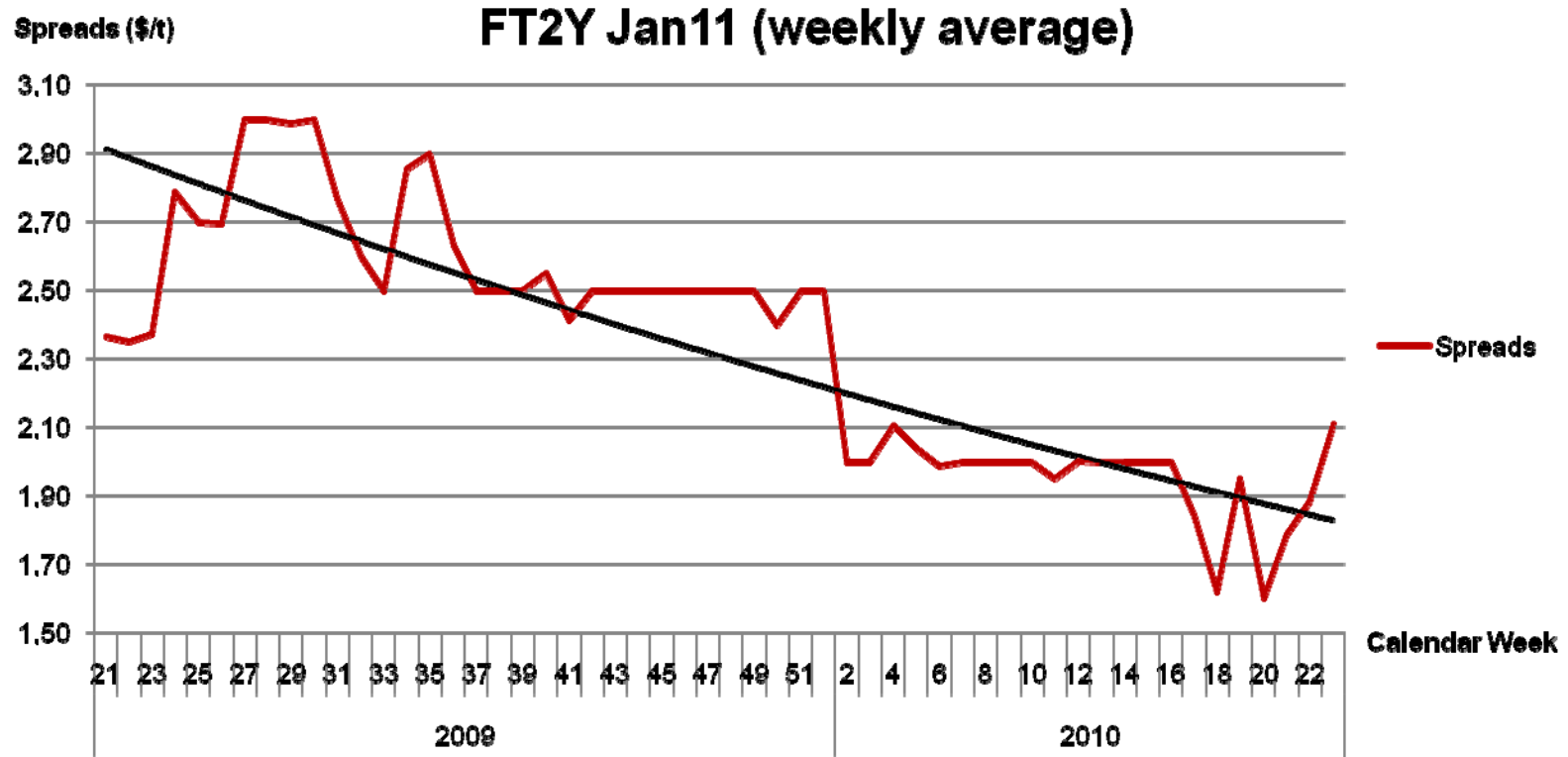
- International coal trading is currently dominated by bilateral trading, screen trading accounts for a negligible fraction of trading volumes.
- However, a noteworthy amount of trades is registered for OTC clearing.
- → A significant potential for anonymous coal trading exists but is currently not utilized through exchange market places.
- Coal markets are closely linked to other energy and commodity markets:



→ A successful development of coal trading benefits all energy markets.



Spreads – ARA year future Cal 11





Multi-Commodity Approach of EEX

- EEX spot and derivatives markets already cover the essential commodity markets for energy and energy-related products.
- EEX is actively developing its markets through measures directly and indirectly related to exchange trading:
 - Linking of developing markets to established, liquid markets through standardized trading systems, integrated clearing and combined products.
 - Offering standardized products that fit the needs of market participants.
 - Ensuring adequate market design and transparency in order to stimulate exchange and OTC trading volumes.



Many thanks for your attention!

Tim Greenwood
Head of Customer Relations

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