

Guide to Registration for Market Participants

This guide walks you through registration with JAO. Registration is completed online through the JAO Support Hub: you provide your details, and JAO generates your agreements at the end of the process.

OVERVIEW

How registration works

Registration takes place within the JAO Support Hub through a guided user flow. You provide your company, contact and banking details, upload the required supporting documents, and accept the allocation rules for the borders you wish to participate on. JAO then generates your **Participation Agreement** — and, where applicable, your **Financial Agreement** — from the information submitted, for signature by the method you choose.

If you have questions before registering, contact us by phone on **+352 27 62 38 38** or by email at helpdesk@jao.eu. Once you are registered, you can raise any further requests through the JAO Support Hub at support.jao.eu.

TWO REQUIREMENTS TO KEEP IN MIND

Translations. A certified English translation (by a sworn or certified translator) must be provided for any supporting document that is not written in English.

Qualified electronic signatures. JAO accepts electronic signatures only where a qualified electronic signature (QES) conforming to the eIDAS Regulation — from a provider on the EU Trusted List — is used.

PREPARATION

Before you begin

Timing

Submit your registration **no later than 9 working days** before the auction in which you intend to participate. JAO assesses the completeness of the information within **7 working days** of receipt and, before that deadline, will ask you for anything still outstanding. Once the missing information is received, JAO has a further **7 working days** to review it and confirm whether anything else is required.

The eligibility check JAO runs first

Before a registration can proceed, JAO verifies your **EIC code** and **VAT number** against the relevant databases. Your EIC must be valid and published on **ENTSO-E** and registered with **ACER (CEREMP)** so that reporting obligations can be met. If the EIC code or VAT number cannot be verified, or your company details (name, display name, country, postal code) do not match, registration cannot be started.

VAT / TAX NUMBER

The VAT number applies to EU-based companies. Companies based outside the EU may instead provide their local tax number, which must match the value shown for them in the ENTSO-E database.

Have these ready

You will be asked for the following during the flow, so it helps to have them to hand:

- Your **EIC code, company name, VAT number, ACER code** and **registered company address**.
- Contact people for five roles: **General correspondence, Financial, Operational, Commercial**, and your **Primary Authorised Person**.
- Your **corporate bank account** (Bank name, Account holder, SWIFT, IBAN) and a **Bank Account Certificate** from your bank evidencing them.
- Three supporting documents, each within its validity window (see table below), and identification documents for the relevant individuals.

Supporting document	Must be issued	Notes
Certificate of Bank Account details	< 3 months ago	Issued by your bank; shows IBAN, SWIFT, account holder and the holder's registered address.
Commercial Extract	< 6 months ago	From the Business / Trade Register (or the Constitution Deed for a new company).
Beneficial Owner Structure	< 1 month ago	Chart showing ownership up to the ultimate beneficial owners, with the share percentage at each step; dated and signed. A soft copy is sufficient.

THE PATH

Your registration journey

You will move through two phases: first you create your Support Hub account, then you complete a six-step onboarding flow that ends with your agreements.

STEP 1 Contact details	STEP 4 Allocation rules
STEP 2 Auctions	STEP 5 Generate agreements
STEP 3 Supporting documents	STEP 6 Closure

PHASE ONE

Create your Support Hub account

Go to support.jao.eu and select **Register**, then provide your company and contact details to request access.

- You will receive an email with a **temporary password**.

- The temporary password is valid for **7 days**. If it expires, your account is disabled automatically and you must request a new one from JAO Support.
- On first sign-in you are required to **change your password**.
- **Multi-factor authentication (MFA)** is enforced using a verification code sent to your email.

After signing in, select **Next** on the welcome screen to begin. At the end of the flow, JAO generates your Participation Agreement from the details you provide.

PHASE TWO

Complete the onboarding flow

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STEP 1

Contact details

Enter your company information and the people JAO should contact.

Company information

EIC, Company name, VAT number, ACER code and company address. These are the values JAO checks first (see **Before you begin**), so they must match your official records.

Contacts

Provide details for the **General correspondence**, **Financial**, **Operational** and **Commercial** contacts, and nominate your **Primary Authorised Person**.

RULE

If your company is based in the EU, the General correspondence address must be in the **same country** as your VAT number.

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STEP 2
Auctions**What brings you to JAO?**

Choose one of two options:

- Take part in **explicit auctions** *and* engage in transfers of long-term transmission rights; or
- Engage **only** in transfers of long-term transmission rights.

If you choose transfers only, no Business Account is opened and no Financial Agreement is signed — payments are settled directly between the parties and JAO is not involved. If you choose to take part in auctions, you are automatically given the entitlements for the long-term (monthly and yearly) auctions, except on borders that require their own rules and agreements (covered in Step 4).

Bank account information

Provide your **corporate** bank account: Bank name, Account holder, SWIFT code and IBAN. These details must match the **Bank Account Certificate** you upload in Step 3 — a required document, issued by your bank, that evidences them. A corporate bank account is required even if you only transfer long-term rights, because all compensation from JAO is paid to it. Transfers to your business account should be made only from an account in your own name, held with a credit institution based in the European Union, United Kingdom, European Economic Area, or any other country in which JAO performs cross-border auction services.

Signature

Enter the signatory or signatories (name and place) in line with your company's signatory rights — a sole signature or joint signatures — as shown in the Commercial Extract or an additional official document.

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STEP 3

Supporting documents

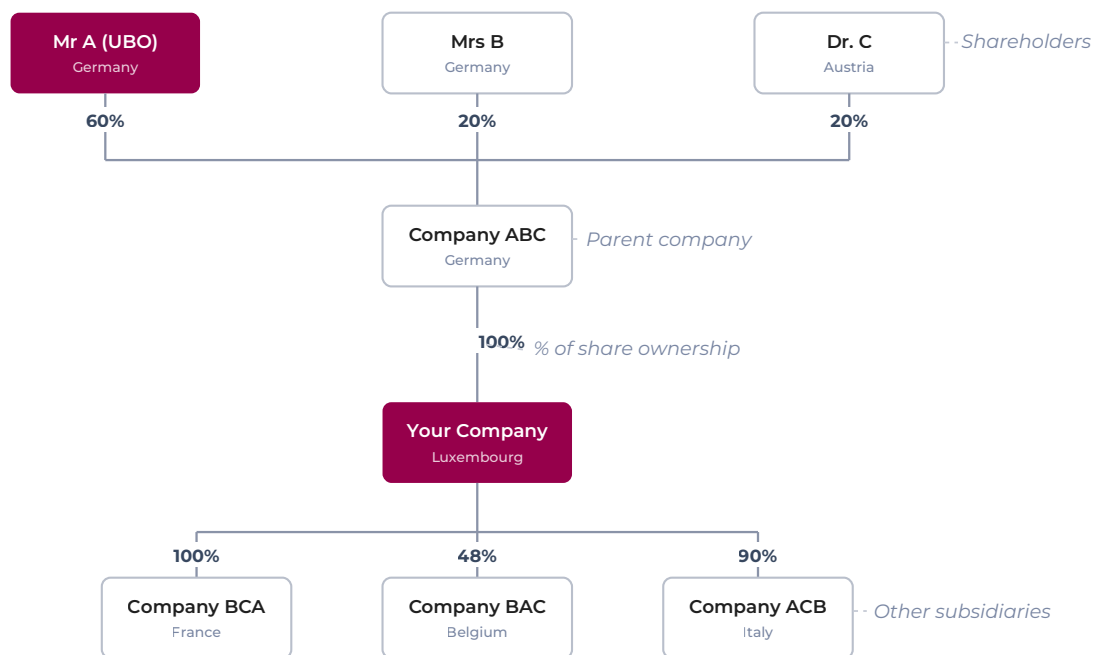
Upload the three required documents, making sure each is current — mind the validity window shown for each.

Document	Validity
Certificate of Bank Account details	Issued < 3 months ago
Commercial Extract (certified English translation if not in English)	Issued < 6 months ago
Beneficial Owner Structure	Issued < 1 month ago

Beneficial Owner Structure

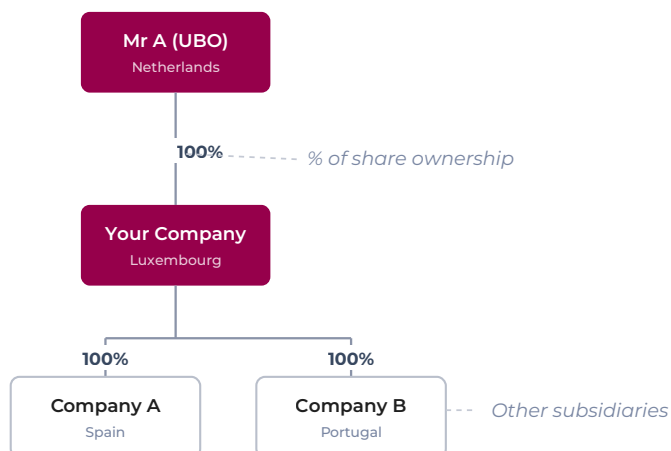
Provide a chart or document showing any companies held by your company (subsidiaries) up to the natural persons (beneficial owners) who ultimately own it. It must show the percentage of shareholding at each step, state the country of the parent company(ies), and be dated (not older than one month) and signed by the same authorised persons as your registration documents. A soft copy is sufficient — a signed scanned copy or a QES.

The diagram below shows two acceptable ways to present this structure, including the country of each entity, the shareholding percentage on each link, and the required date and signature.

EXAMPLE A

Date

Signature of authorised person(s)

EXAMPLE B

Date

Signature of authorised person(s)

Two acceptable Beneficial Owner Structures. Boxes in JAO red mark your company and the ultimate beneficial owner (UBO).

WHAT TO INCLUDE

“Other subsidiaries” are companies owned by your company, if any. Also include any other companies owned directly by your parent company or shareholder.

Identification documents

Under **Other attachments**, upload a government-issued ID for the ultimate beneficial owner (the natural person who ultimately owns or controls more than 25% of the shares or voting rights), the Managing Director(s) where applicable, and the CEO. These are used solely for anti-money-laundering, counter-terrorist-financing and know-your-customer checks, are not shared with any third party, and allow JAO to meet its obligations under the Luxembourg legal framework.

OPTIONAL

If you already have them, you may also submit the eCAT User Account form and electronic certificate, or the ING Inside Business User Access Form, here under Other attachments — see the After registration section for details.

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STEP 4

Allocation rules

By registering you accept the **Harmonised Allocation Rules (HAR)** and their annexes, which entitle you to take part in long-term auctions on the specific **EU** and **non-EU borders** you select here.

For each rule set you choose whether to **accept the relevant rules**. Accepting grants you the associated privileges *provided you hold the necessary agreements where applicable*.

PREREQUISITES

For long-term auctions JAO requires no TSO agreement to acquire capacity; to nominate and use it you must follow the local nomination rules and hold the relevant agreements. Where a border requires a specific agreement, the flow shows it inline as a confirmation you tick before the entitlement is granted — for example, the Intraday Allocation Rules for the ElecLink IC require a BRP agreement with ElecLink.

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STEP 5

Generate agreements

JAO generates your **Participation Agreement** — and your **Financial Agreement** if you chose to take part in auctions — from everything you entered. The date and the Business Account number (on the Financial Agreement) are completed by JAO. Choose one of three **signature methods**:

Handwritten

The generated documents are sent to the email address you provided. Print them, sign by hand in line with your company's signatory rights, and return the signed originals by post to JAO at the address below.

Electronic (QES)

The generated documents are sent to the email address you provided. Sign them with a qualified electronic signature and return the signed files to JAO. Sign the document as issued — any change made after signing invalidates a QES — and JAO countersigns afterwards.

DocuSign

JAO initiates the signing process and sends a DocuSign envelope to the email address you provided. Sign within the envelope; JAO then countersigns to complete it.

POSTAL ADDRESS FOR HANDWRITTEN ORIGINALS

Joint Allocation Office S.A., 2 Rue de Bitbourg, L-1273 Luxembourg-Hamm, Grand Duchy of Luxembourg.

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STEP 6
Closure

This final step completes your submission. JAO reviews your registration for completeness within the working-day windows described in [Before you begin](#), requests anything still outstanding, and — once everything is in order — countersigns and returns your agreement(s) to you.

BUSINESS ACCOUNT ACTIVATION

Do not transfer any funds to your Business Account or carry out any transaction under the Agreement until JAO has confirmed in writing that the Business Account has been fully activated.

SETUP & OPERATIONS

After registration

The following are to be arranged once your registration process is completed. Each is submitted through the JAO Support Hub at support.jao.eu.

Registering users to the Allocation Tool (eCAT)

You may register as many users as you need; for security reasons we recommend keeping access to a minimum. To register a user in the Allocation Tool (eCAT), send the following two items through the Support Hub.

1. Electronic certificate for access to eCAT. Each user obtains an electronic certificate from an approved certificate authority — the list of approved providers is on jao.eu at **Resource Center → eCAT**. The certificate authenticates the person behind the login. The *Certificates Q&A / Technical Requirements* document, in the same location, sets out the technical requirements you can pass to the authority. Once the certificate is issued, install it, export its public part, and send that to JAO in **.cer** format.

2. User Account form. Signed by the user and by your authorised person(s) in line with your company's signatory rights — a sole signature or joint signatures — as shown in the Commercial Extract or an additional official document. It may be signed by hand or electronically, provided all signatures are of the same kind. JAO does not require an original; a soft copy through the Support Hub is sufficient. If you wish to appoint someone specifically to sign user account forms, send a duly signed Power of Attorney

for user account (available on jao.eu, **Resource Center → eCAT**). When completing the form, make sure the request type (setup / modification / deletion) and the access type (full access / read-only) are selected. The Certificate Serial number is found in the public part of the electronic certificate (see point 1), under the Details tab as “Serial number”.

Bank guarantees

If you wish to provide a bank guarantee as collateral, your bank completes the JAO template (jao.eu, **Resource Center → Registration**), undertaking responsibility for your liabilities up to the stated amount. The template must not be altered by the bank, or it will be rejected by JAO.

DEADLINE

Submit the bank guarantee at least **4 working days** before the closure of the auction for which it is to be used as collateral.

ING Inside Business

For online read-only access to ING Inside Business, send the completed and signed ING Inside Business User Access Form (jao.eu, **Resource Center → Registration**) through the Support Hub. The login is linked to one named individual at your company, who provides their personal details on the form together with a copy of their ID card or passport. Access is web-based — usable from a computer, tablet or phone — at no additional cost.

OPTIONAL

Registration for ING Inside Business is not mandatory. Without it, however, JAO is unable to provide bank statements on request.

Inside Business Payments

To withdraw available funds from your Business Account to your corporate account, use the Inside Business Payments module on the bank's E-banking Platform. You can withdraw amounts that are available — that is, funds not blocked against outstanding obligations to JAO.

A minimum of one and a maximum of two users may be authorised to make withdrawals. To grant, change or remove access, submit the Inside Business Payments User Access Form (or the corresponding Termination Form) through the Support Hub; both are available on jao.eu at **Resource Center → Financial Information** . Each authorised

user provides their personal details on the form together with a copy of their ID card or passport. Keep your list of authorised users up to date and notify JAO of any change.

Thank you for your interest in registering with JAO. Once your registration is complete, the team remains available through the Support Hub for anything you need — we look forward to welcoming you to the market.