

PRODUCT CHANGE NOTIFICATION

PCN Number 12206**Title** Eikon Messenger Standalone – Mandatory Software Upgrade**Product** Refinitiv Messenger**Summary** Effective 31 March 2021, Eikon Messenger standalone version 1.3,1.4 will no longer be supported.**Revision Date** 05 Mar 2021**Revision Reason** Updated the description**Effective Date** 31 Mar 2021

Description As of March 31, 2021, Eikon Messenger Standalone Software (Version 1.3, 1.4) is no longer supported, and will be no longer operational on July 31, 2021. Standalone users of Eikon Messenger should download and install Refinitiv Workspace to access Refinitiv Messenger at <https://workspace.refinitiv.com/rm>.

After this upgrade, all messenger features will continue to function as expected, and there will be no changes to your account, contacts, chat rooms, Bilateral chats and historical messages.

Additional details regarding installation and product compatibility can be accessed via [MyRefinitiv.com](https://www.refinitiv.com).

Client Impact For Action

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