

PRODUCT CHANGE NOTIFICATION

PCN Number 12212**Title** Refinitiv Eikon and Refinitiv Workspace Mobile Applications Mandatory Upgrade**Product** Refinitiv Eikon for iOS, Eikon for Android**Summary** Due to the separation between Refinitiv and Thomson Reuters, Refinitiv can no longer use the Thomson Reuters name and branding in any products.**Effective Date** 15 Jan 2021

Description Due to the separation between Refinitiv and Thomson Reuters, Refinitiv can no longer use the Thomson Reuters name and branding in any products. Please find the required actions that need to be taken for EIKON and Workspace Mobile applications by 31st of July 2021 to avoid loss of service. Kindly note the new software(s) supporting the re-branding will be available for download and use as of January 15th, 2021

- Eikon Mobile 4.30 or later (IOS and Android)
- Workspace Mobile 1.5.0 or later (IOS only)

CUSTOMER ACTIONS: Please refer to the guidelines below for IOS and Android platforms.

- iOS Platform: You may download and start using the new application from Apple App Store

- o For Refinitiv Eikon Mobile: <https://apps.apple.com/us/app/thomson-reuters-eikon/id551988464>

- o For Refinitiv Workspace Mobile: <https://apps.apple.com/us/app/refinitiv-workspace/id1481442629>

- Android Platform: On Android, please note the old application needs to be removed first.

- o Uninstall the existing "Thomson Reuters Eikon" application from your device

- o For Refinitiv EIKON Mobile: Visit Google Play store, search for "Refinitiv Eikon" and follow the installation steps

FOR SUPPORT: Please contact Customer Support F&R
<customersupport@refinitiv.com>

Client Impact For Information

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