

Reference Letter

Mr Leonid Levitchi, born on May 1, 1976, was employed in our company from March 1, 2022 to February 28, 2023 in the IT Solutions department as Senior System Engineer.

FREE NOW is the Mobility Super App with the largest vehicle choice for consumers across Europe available in 10 markets and in over 170 cities. Users can access all types of mobility services within a single app including public transport services, taxis, private hire vehicles, car sharing, e-scooters, e-bikes and e-mopeds. FREE NOW aggregates numerous mobility brands with the ambition to make urban mobility more efficient and sustainable without adding new vehicles on the street. The Germany-based company is backed by the BMW Group and Mercedes-Benz Mobility. In total, around 1,200 employees in more than 26 offices work for the services of FREE NOW, which is led by CEO Thomas Zimmermann.

In his role as Senior Systems Engineer, Mr Levitchi was mainly responsible for the following tasks:

- Maintenance of our essential IT applications/services, which include a variety of SaaS applications and AWS hosted applications
- Ensure the performance, stability and security of said services to meet the quality of service expected by the business
- Creation and design of new services based on new and changing business needs using automated configuration management utilities
- Ensure that IT service incidents are managed effectively by providing qualified support; including troubleshooting outages, retrieving and analysing logs and performing root cause analysis aiming to reduce the number and severity of future operational incidents
- Conduct maintenance duties such as application upgrades, remediating OS vulnerabilities, and asset management
- Active knowledge sharing with the rest of the IT team to help them learn and improve the effectiveness of IT Services.

Mr Levitchi possesses excellent in-depth specialist knowledge even in peripheral fields, which he always applied to our business processes in a most effective and beneficial manner. His particularly well-developed conceptional, creative, and logical thinking processes enabled him to find excellent solutions for any problems immediately. Mr Levitchi always worked using his own initiative and completely identified with his responsibilities and our company at all times. He always displayed an

impressive level of dedication and motivation. He completed all his tasks commendably, even under the most difficult working conditions and under extreme stress.

Mr Levitchi always completed his tasks completely independently, extremely carefully and according to a well thought-out plan. He worked calmly, thoughtfully, in a target-oriented manner and extremely precisely at all times. He continuously impressed us particularly in terms of quality and quantity. Trustworthiness and absolute reliability characterised the work ethic of Mr Levitchi at all times.

Even for difficult tasks, a large number of problems and pressure of time, the quality of his work was always far above our expectations. Mr Levitchi successfully implemented a number of new applications and services into our IT infrastructure including a new Intranet as well as Travel management solution. He was also the key driver behind improvements to our Microsoft infrastructure with a special focus on security, which led to a significant increase in our security score. Mr Levitchi has always fulfilled his responsibilities to our utmost satisfaction.

He was well-regarded by those around him due to his consistently friendly and well-balanced demeanour. He enjoyed the complete trust of all his line managers, colleagues and Stakeholders. His personal conduct was always exemplary.

Mr Levitchi is leaving our company at his request on February 28, 2023. We sincerely regret his departure, as we will be losing a very capable employee. We would like to thank him for his consistently excellent performance and wish him all the best and every success in his future professional career and private life.

Hamburg, February 28, 2023

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