



Bird & Bird LLP
12 New Fetter Lane
London
EC4A 1JP
UNITED KINGDOM

Your Reference: FIREO.TBC
Trade Mark No: UK00003497037
Date: 04 September 2020

Dear Sir or Madam,

Trade Mark No: UK00003497037
Mark: HOOK
Owner: Firaas Enterprises Ltd
Class(es): 9,35,41,42

Registration Certificate

Please find enclosed your trade mark registration certificate for your trade mark detailed above.

To keep your trade mark registered, you must renew it every ten years on the anniversary of the filing date. We will write to remind you six months before the renewal is due. For further information on what you can do with your registered trade mark, please go to our website at:

ipo.gov.uk/guidance/license-mortgage-transfer-merge-and-market-your-trade-mark

Remember to tell us if you change your postal address or email details by sending us a Form TM21A 'Change of owner's name or address'. You can download the form from our website, visit ipo.gov.uk/tmforms

Please be aware that some customers have received unsolicited invitations from companies offering services to help them protect their intellectual property (IP) rights in return for a fee. Should you receive such mail, we would advise that you do **not** pay until you have checked to see what services are offered and whether it is from an official source. For more information visit our website ipo.gov.uk/warning

Yours faithfully

Intellectual Property Office

I certify that the mark shown below has been registered under No. UK00003497037 effective as of the date 04/06/2020 and has been entered in the register on 04/09/2020

Signed this day at my direction

A handwritten signature in black ink, appearing to be 'Tim Moss', written in a cursive style.

Tim Moss
REGISTRAR

Representation of Mark
HOOK

The mark has been registered in respect of:

Class 9:

Computer software; computer hardware; computer software for data analysis; computer software for customer relationship management; computer analytics software for customer relationship management, customer engagement management, and customer intelligence; downloadable software and application software; downloadable software and application software for customer relationship management, customer engagement management, and customer intelligence; downloadable mobile applications; downloadable mobile applications for customer relationship management, customer engagement management, and customer intelligence; computer databases; data storage programs; data processing software; data management software; data collection, capture and storage apparatus; electronic publications; electronic publications in the field of customer relationship management, customer engagement management, and customer intelligence; downloadable electronic publications; downloadable electronic publications in the field of customer relationship management, customer engagement management, and customer intelligence.

Class 35:

Customer relationship management; data management; database management; data processing for businesses; business data analysis; business data analysis for customer relationship management; business research; consumer analysis, research

and forecasting services; consumer profiling for commercial purposes; information, advice and consultancy in relation to the aforementioned services.

Class 41:

Education; provision of training; provision of education and training for customer relationship management; provision of education and training for customer relationship management software solutions; arranging, organising and conducting conferences, seminars, exhibitions and fairs; arranging and conducting online courses; providing online training; non-downloadable electronic publications; non-downloadable electronic publications in the field of customer relationship management, customer engagement management, and customer intelligence; information, advice and consultancy in relation to the aforementioned services.

Class 42:

Software as a Service (SAAS); Software as a Service (SAAS) featuring computer software for customer relationship management; providing non-downloadable software; providing non-downloadable software for data analysis and forecasting; providing temporary use of non-downloadable software for data analysis and forecasting; design and development of computer hardware and software; computer software maintenance; Platform as a Service (PaaS); programming of software for Internet platforms; hosting of platforms on the Internet; creation of computing platforms for third parties; providing a website featuring non-downloadable videos and presentations in the field of customer relationship management; information, advice and consultancy in relation to the aforementioned services.

In the name of Firaas Enterprises Ltd