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## SERVICE HOTLINE

**Number:** **005/2026**  
**Date:** 19 January 2026

**Name and Surname:** Matthias Kempgen  
**Designation:** Chief Information & Operating Officer – JSE Clear

### EDM AND FXM - REAL-TIME CLEARING (RTC) STAGING (ETE) ENVIRONMENT AVAILABILITY

Please take note of the following information regarding the availability of the staging environment and the password change process.

The data refresh has been completed successfully, and the environment will be available from Monday, 19 January 2026.

All clients will be required to change their password upon their first login.

#### Initial Login Guidelines:

- All Real Time Clearing (RTC) passwords have been reset to a default password. **Please contact our CSC team to obtain the default password.**
- During the first login, clients will be prompted to change their password. The old password field should be populated with the default password.
- Once clients have successfully updated their password, they may continue to log in using their newly created password.

Please refer all queries regarding to [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

#### ENVIRONMENT(S):

Staging (ETE)

#### ADDITIONAL INFORMATION:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

**Non-Executive Directors:** Dr HA Nelson† (Chairman), LE Currie, Dr RM Lee†, M Randall, FJ Oosthuizen†, GE Rainet†, VJ Reddy, TW Spanner†, K van Rensburg

**Executive Directors:** Dr A. Greenwood (CEO)

**Company Secretary:** GA Brookes

† *Independent*