

SERVICE HOTLINE

Number: 012/2026
Date: 09 February 2026

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

EDM AND FXM - REAL-TIME CLEARING SYSTEM (RTC) CUSTOMER TEST SERVICE (CTS RELEASE AND CTS PRODUCTION) ENVIRONMENT AVAILABILITY

Clients are advised that the Real-Time Clearing system CTS Release and CTS production environment refresh have been successfully completed, and the environment is now available.

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

Initial Login Guidelines:

- All Real-Time Clearing 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. When prompted for the 'old password', please enter 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 this hotline to 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:

CTS Release
CTS Production

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

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