



SERVICE HOTLINE

REFERENCE NUMBER: 118/2015

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Johannesburg
Stock Exchange

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www.jse.co.za

JSE CLIENT SERVICES CENTRE

In October 2014 we communicated that the JSE Client Service Centre (CSC) would be restructured and this was successfully implemented. The purpose of the change was to enable the JSE to deliver a customized service offering that is supported by an experienced and knowledgeable team of specialists.

In a continued effort to improve your experience with the CSC we are pleased to advise that we will be upgrading our Telephony software on **Monday, 31 August 2015**. When calling the CSC on **+2711 520 7777**, clients will now be able to select where they would like their calls to be routed to.

The routing options that will be available are:

- 1 – Trading Support, technical and connectivity related queries
- 2 – Post Trade Support, BDA and Settlements
- 3 – Password Reset

In addition a voicemail service has been implemented to offer you the convenience of leaving a message, in the event that the CSC staff are busy on calls or are unavailable.

A wide variety of support is provided after hours on +2711 520 7900 across all JSE Markets. The upgrade will not affect the afterhours service.

For ease of reference and to assist clients when making a selection on the service required, please find below a high level summary of the functions available.

Market/s:

JSE Equity Market
JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives
- Commodity Derivatives

JSE Interest Rate Market

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact: the Client Services Centre on +27 11 520 7777 or e-mail CustomerSupport@jse.co.za

Issued By:

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Head: Client Service Centre
Trading and Market Services

Trading Support

- Trading Enablement's
- LCON support
- PTW support
- Colocation
- API Support
- Functional trading queries
- Technical trading queries
- Business trading queries (Trading rules & Directives)
- Proactive trading system monitoring
- CTS support
- Order Cancellations
- Zero fee Requests
- Equity End of Day dissemination
- Indices End of day dissemination

Trading Support

- Nutron (Equity Derivatives, Commodities Derivatives, Interest Rate & Currency Derivatives)
- Nova
- IDP
- SENS
- Password resets after core business hours
- Standby rotation

Post-Trade Support

- Post trade Functional and business support 'BDA'
- Post trade Deal and Finance Management
- Settlements
- Securities lending and borrowing
- Corporate Actions support
- CGT, IT3B, DWT SARS reporting
- Post trade Segregation of funds support
- Post trade Upload functions 'BDA'
- Post trade Dissemination and Report support 'BDA'
- ECS functional and business support
- Post trade system training

Post-Trade Support

- Post trade functional testing 'BDA'
- ECS
- CAPAD
- Password resets after core business hours
- Standby rotation