

SERVICE HOTLINE

Number: 155/2024
Date: 07 November 2024

Name and Surname: Sixolisile Mahlasela
Designation: Client Service Manager

REFUND CREDIT NOTE

To optimise the refund process, the credit notes containing the breakdown of the refunds processed for the Commodity Derivative and Interest Rate Derivative Markets will be downloadable from the JSE's Information Delivery Portal (IDP) daily.

From 20 January 2025, Clearing Members will be required to download the files from IDP and thus the credit notes will no longer be disseminated via email.

Please note below timelines:

- Clearing Members to provide their IDP log in credentials for access to be granted to the IDP folder by 1 December 2024.
- CSC will commence testing IDP access and downloading of the files with Clearing members by 1 December 2024.
- Go-live date is 20 January 2025.

The file will be in the **Credit Note APD & IRD** folder within the Clearing Member folder. The format of the file will be Credit Note CNXXXX CM – TM Date. The information will be kept on IDP for a period of 30 Days.

N.B – Trading Members will need to request the breakdown of the refund from their respective Clearing Members. The CSC team will however confirm on e-mail the amount being refunded and the respective Trade ID's.

Should you have any queries regarding this Service Hotline, please contact 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):

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