



SERVICE HOTLINE

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3 December 2020

TRANSITION TO NEW JSE WEBSITE BY 5 DECEMBER 2020

The JSE prides itself on placing our customers at the heart of all that we do and we constantly assess our endpoints to ensure that we elevate our customer experience. To this end, we embarked on a process to upgrade the JSE Limited website which now features several enhancements to improve your engagement with us, as well as your access to the information you require. The old and new websites have run parallel since November 2019. We have now arrived at an important juncture in this journey as we prepare to decommission the old website and utilise the new JSE Limited website going forward.

The purpose of this service hotline is to inform you that the decommissioning process commences on Saturday, 5 December 2020, and to assure you that every measure is in place to ensure that your transition is seamless. We do not anticipate any disruption to our clients' requirements for information or downloadable files, reports, services hotlines, market notices and JSE website portals, as the majority of these file locations have not changed. In cases of location changes, we have included redirects in our Client Portal - <https://clientportal.jse.co.za/>. This means that it is not necessary to submit change requests in order to access downloadable information. All functionalities have been tested to ensure the smooth running of applications and we have addressed technical requests from our stakeholders.

In order to expedite the decommissioning process successfully on 5 December 2020, we have engaged extensively with our client facing teams and assessed all implications and requirements that are to be prioritized following the decommissioning. Should you require customer support, please email customersupport@jse.co.za or reach out to your JSE key accounts manager.

The new JSE Limited website will be in effect from 06:00 on Monday, 7 December 2020. We look forward to our collaboration with you as we continue to provide enhanced stakeholder experience through collaborative value creation and the highest quality of service delivery.

Markets / Services:

JSE Equity Market
JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives
- Commodity Derivatives

JSE Interest Rate Market
JSE Bond ETP Market
JSE Broker Deal Accounting (BDA)
Colocation Services
International Access Point Services

Environment:

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

Issued By:

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