

## SERVICE HOTLINE

**Number:** 092/2024  
**Date:** 01 July 2024

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**Designation:** Chief Information & Operating Officer – JSE Clear

### EDM AND FXM - REAL-TIME CLEARING (RTC) CUSTOMER TEST SERVICE (CTS RELEASE AND CTS PRODUCTION) ENVIRONMENT AVAILABILTY & PASSWORD CHANGE

Further to [JSE Service Hotline 081/2024](#) dated 5 June 2024, clients are advised the data refresh has been successfully completed.

Clients will be required to change their password on first login.

Please follow the guidelines below:

- Real Time Clearing (RTC) passwords have been reset to a default password. **Please contact CSC if you require your default password.**
- On first logon, clients will be required to change their passwords. The Old password= default password.
- Once clients have successfully changed their password, they may continue to login with the new password.

Please refer all queries regarding this hotline via e-mail 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

#### ENVIRONMENTS:

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](mailto:customersupport@jse.co.za)