

## SERVICE HOTLINE

**Number:** 010/2024  
**Date:** 19 January 2024

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

### EDM AND FXM - REAL-TIME CLEARING (RTC) STAGING (ETE) ENVIRONMENT AVAILABILITY

Kindly take note of the below regarding the availability for the Staging Environment and how to change password.

The environment will be available from Monday, 22 January 2024.

Data refresh of the environment was completed successfully. Clients will be required to change their password on the first login.

Please follow the guidelines below for the initial login:

- All Real Time Clearing (RTC) passwords have been reset to the default password. **Please contact our Client Service Centre if you require the default password.**
- On the first logon, clients will be required to change these passwords. The Old password= default password.
- When clients have successfully changed password, they can continue to login with the new password.

#### 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):

Staging (ETE)

#### 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)