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SERVICE HOTLINE

REFERENCE NUMBER: 019/2022

8 February 2022

EDM AND FXM - JSE END-TO-END TEST ENVIRONMENT (ETE) – DATA REFRESH

In response to requests from clients to restore RTC production position accounts (house Main/Client Main/House Sub/Client Suspense), the RTC system in End-to-End Environment (ETE) will be disabled from Wednesday, 9 February 2022 until Sunday, 13 February 2022 to conduct the data refresh.

Please take note of the below in preparation for the refresh:

- Transactional data created in RTC in the ETE environment since 17 January 2022 will no longer be available;
- The data available from Monday, 14 February 2022 will be as of 8 February 2022
- Clients will be prompted to change passwords on first login to RTC staging;
- Real Time Clearing (RTC) default password is set up to your username;
- Old password = default password.

Please refer enquiries related to this hotline to customersupport@jse.co.za

Markets / Services:

JSE Derivatives Markets

- Equity Derivatives Market
- Currency Derivatives Market

Environment

Test – End-to-End (ETE)

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre +27 11 520-7777 or customersupport@jse.co.za

Issued By:

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