

SERVICE HOTLINE

REFERENCE NUMBER: 041/2022

18 March 2022

POSTPONEMENT OF NEW PASSWORD POLICY FOR JSE FTP SERVERS

Due to an analysis of the clients that have not yet changed their password, as well as concerns received from clients, we are postponing the implementation of the new password policy until the end of April to allow clients more time.

Access to the JSE IDP and Bond FTP servers requires a valid userid and password. The Client Service Centre (CSC) assist clients in setting up userids and in changing passwords as clients do not have the ability to change their own passwords.

As part of the JSE's drive to ensure the best possible security standards, the JSE will be enforcing stronger passwords by means of the password policy change. The password length will be extended to a minimum of 14 characters that must include at least one special character and will comprise a password phrase (e.g., "Iamrunning1timeaday", that is easier to remember but still robust. The password will contain a mixture of lower-case letters (a-z), upper case letters (A-Z), numbers (0-9) and non-alphanumeric characters (e.g., @, #, \$, %, etc.).

Clients that use company level service account type userids

Used by system routine(s) to programmatically access the server and download files where passwords are typically hardcoded into the routine(s) and only expire once a year. **Clients making use of these type of userids need to contact our Client Service Centre (CustomerSupport@jse.co.za) to action the password change. The password change can be done at any time before the implementation date.**

Clients that use individual user level account type userids

Used by individuals to manually access the server and download files, either as primary or as a backup to a system-based access. A userid is allocated to an individual person and the password typically expires on a two-monthly basis. **Clients making use of these type of userids do not need to do anything as when the next password expiration takes place, the assisting Client Service Centre (CSC) agent, will adhere to the new standard.**

If you have any questions or concerns, please contact our Client Service Centre (CSC) via email CustomerSupport@jse.co.za.

Markets / Services:

JSE Services using IDP and Bond FTP Servers

Environment:

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520 7777 or e-mail CustomerSupport@jse.co.za

Issued By:

Client Service Centre