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## SERVICE HOTLINE

**REFERENCE NUMBER: 043/2023**

24 March 2023

## JSE WEBSITE REFRESH – 25 MARCH 2023

We will be refreshing the JSE website with a brand new look, as well as the introduction of the new JSE Group website on Saturday 25 March 2023. The objective is to enhance the experience of everyone that visits [www.jse.co.za](http://www.jse.co.za). This includes our clients, stakeholders, the general public, global audiences. Here are some points to note:

- **New JSE Group Website**
  - The introduction of the new JSE Group website ensure a focus on investor relations, governance, careers, news and sustainability.
  - This will be accessible by visiting our main website [www.jse.co.za](http://www.jse.co.za) and click through to the JSE Group website via an easy to access link.
- **Changes to the existing website include:-**
  - A simplified, more user-friendly menu that will improve navigation.
  - The homepage will still feature the usual market information i.e indices, listed companies, news etc.
  - The website has been reskinned to ensure a cleaner, more modern look and feel.
  - **Important to note:** the Client Portal on our main website consisting of workflows, documents, etc. as well as file locations, remains unchanged. This will ensure that our clients don't experience any challenges accessing their information.
- **Our Chatbot**
  - JESSE is our interactive and incredibly smart **chatbot** that will elevate our communication through highly interactive, real-time conversations via pop-up messages in a chat window.
  - This smart technology is an artificial intelligence communication using predefined responses based on our Frequently Asked Questions.
  - JESSE's primary function is to:-
    - Provide answers to questions
    - Chat with multiple users simultaneously
    - Provide information within seconds

If you have any questions, please direct these to our Digital Team at [DigitalTeam@jse.co.za](mailto:DigitalTeam@jse.co.za)

### Markets/ Services

All Markets

All 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 e-mail [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

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