



Johannesburg  
Stock Exchange

Tel: +27 11 520 7000

[www.jse.co.za](http://www.jse.co.za)

## SERVICE HOTLINE

**REFERENCE NUMBER:** 058/2022

26 April 2022

### POSTPONEMENT OF THE NEW PASSWORD POLICY FOR JSE FTP SERVERS

Access to the JSE IDP and Bond FTP servers requires a valid userid and password. 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.).

The Client Service Centre (CSC) assist external users in setting up userids and in changing passwords as external users do not have the ability to change their own passwords.

There are still external users that have not yet contacted the JSE to arrange the changing of their IDP userids used to connect to and download files in an automated manner. **We are forced to, as we do not want the operations of clients to be disrupted, to announce another postponement to the imposition of the password policy.** We cannot, at this point announce a new cutover date as we need to assess how much more time is required to contact all the outstanding users and arrange for their passwords to be changed. Once we have done the assessment and converted enough of the outstanding users, we will inform you of the implementation date.

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

#### Markets / Services:

JSE Services using IDP and Bond FTP Servers

#### Environment(s):

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

#### Issued By:

Client Service Centre