



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

## SERVICE HOTLINE

**REFERENCE NUMBER: 098/2022**

4 July 2022

## EDM AND FXM REFUND REPORT

To optimize the refund process, a report has been created which has a breakdown of the refunds processed and paid to Clearing Members. The report will be delivered to the JSE's Information Delivery Portal daily.

The report has a breakdown of the total amount to be refunded, trading member, Trade Id, Instrument Name and the respective house or client account details.

From 1 August 2022, Clearing Members will be required to download the files from IDP and thus the refund reports will no longer be disseminated via email.

### Please note below timelines:

- The JSE will issue IDP log in credentials, if required, to Clearing members by 18 July 2022
- CSC will commence testing IDP access and downloading of the files with Clearing members on 25 July 2022
- Go-live date is 1 August 2022

Please note the report will not be applicable for CDM and IRD refunds, Details of the filename, location and overall process can be found on the attached process document.

N.B – Trading Members will need to request the breakdown of the refund from their respective Clearing Members. The CSC team will however confirm on e-mail the amount being refunded and the respective Trade ID's.

Should you have any queries regarding this Service Hotline, please contact [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

### Markets / Services:

JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives

JSE Clearing Members

JSE Trading Members

### 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)

### Issued By:

Client Service Centre