

FAQ

I cannot see all the issuers I'm expecting to see when creating an announcement

1. As a submitter, you are linked to specific company roles for your company. Sponsor companies can have the following company roles. Some companies have all of them, and some companies only some of them:

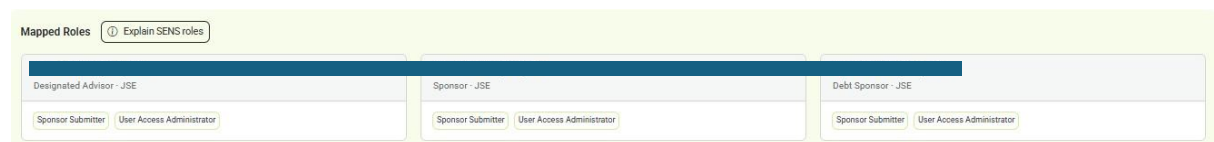
- Sponsor
- Debt Sponsor
- Designated Advisor

Your user setup will show you which of these roles you are linked to, for example:

This user is only linked to the equity sponsor role



This user is linked to all three company roles:



2. If you are only linked to the equity sponsor role, you will only be able to see the issuers linked to the equity sponsor. Similarly, if you are only linked to the Debt Sponsor role, you will only see the issuers linked to the Debt Sponsor.
3. So, what can you do if you also need to see some other issuers, who are not linked to your sponsor role? A typical example of this is where equity sponsors need to include debt instruments in their announcements.

You need to ask the specific debt issuers to add your sponsor company (equity sponsor role) as an **Authorised sponsor** for their company. Once they have done that, you will be able to see those issuers when you create announcements. This process is explained in the following training video on the client portal:

- **Adding an Authorised sponsor for a joint announcement**

Client portal link: <https://clientportal.jse.co.za/technical-library/sens-project>