

JSE SENS

Client FAQ's Guide

Version 1.0

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Introduction

This document provides guidance and information to clients regarding the SENS Replacement project and the new SENS system. All project related documentation can be accessed in the following location: <https://clientportal.jse.co.za/technical-library/sens-project>

1. Project Related questions

1.1. How am I impacted by the project and what is required of me?

Role	Impacts
Sponsors & other Submitters	Need to be trained on using the new system
	Must participate in client testing and dress rehearsals
	Will need to specify at least one User Access Administrator for your company, and all other users required, by 29 May 2026
	Will need to register and test all users for your company before go-live
Issuers	Need to be trained on using the new system
	Must verify and attest your linked sponsors before go-live and thereafter once a year
	Will need to specify at least one User Access Administrator for your company, and all other users required, by 13 May 2026
	Will need to register and test all users for your company before go-live
NSX	Need to be trained on using the new system
	Must participate in client testing and dress rehearsals
	Will need to specify at least one User Access Administrator for your company, and all other users required, by 29 May 2026
	Will need to register and test all users for your company before go-live
Market Data Subscribers	No impact to delivery channels or formats
	Optional regression testing from CTS
	Encouraged to participate in one of the dress rehearsals to regression test in production

1.2. Until when will the old SENS system be available?

The existing SENS system will be operational until **18:00** on **Friday, 14 August 2026**. Thereafter, it will not be accessible again. On Saturday, 15 August 2026, users will need to capture any announcements that are due for publication from Monday, 17 August 2026.

1.3. Will I be able to access the old SENS system after go-live?

No, the old SENS system will no longer be accessible from Saturday, 15 August 2026.

1.4. Will I be able to see announcements in the new system, which were disseminated prior to go-live?

Yes, certain announcements published prior to 17 August 2026 will be viewable in the the SENS system. The coverage period will still be confirmed.

1.5. Will I automatically have access to the new SENS system if I have access to the existing system?

No, all users will not automatically be transferred to the new system. Each company will need to confirm their list of active users. The JSE will create on **User Access Administrator** for each company. That person will then be able to register the other users for their company, using the new User Registration process. Training will be provided and any questions can be emailed to sensproject@jse.co.za for assistance. All users must be registered before the 11 July dress rehearsal. All users are required to test that they can access the system during the market dress rehearsals and that they can perform all the necessary actions in the new system.

1.6. Will the link to the SENS system remain the same after go-live?

Yes, it will remain the same. The sens.jse.co.za link will also be used for the dress rehearsals.

1.7. Who can help me if I don't know how to use the new system?

The JSE will make training material and a Help File available in the project folder, in due course. It can be accessed here: <https://clientportal.jse.co.za/technical-library/sens-project>

There is also a link to the Help File from the new SENS system. The Help File is very comprehensive and clients are encouraged to make use of it. If you need additional support, you can send questions to the project team on sensproject@jse.co.za. Queries will be reponded to within 24 hours on business days.

1.8. Who can help me if I have issues logging into the new system?

Please send an email to sensproject@jse.co.za for assistance. Queries will be responded to within 24 hours on business days.

1.9. Where can I access the Help file?

The Help File will be accessible from the SENS project folder (<https://clientportal.jse.co.za/technical-library/sens-project>), and also from the new SENS system.

1.10. What will be required of me during testing?

Users who will need to interact directly with the SENS system, i.e. all submitters, user access administrators and Issuers attesting sponsor relationships will need to test that they can access the new system and perform all the necessary tasks that they need to. Submitters will also need to verify that they can see all the Issuers that they are responsible for, when creating new announcements.

1.11. What will be required of me during dress rehearsals?

On dress rehearsals all users will need to confirm that they can access the new system and perform all the actions that they need to perform in production. Data subscribers are encouraged to perform regression testing, to confirm that they can receive and process all published announcements as they usually do.

1.12. What will be required of me on go-live weekend?

All SENS users will need to confirm that they can successfully log in and access the required sections of the system. All production announcements required to be disseminated on Monday, 17 August 2026, must be captured and submitted on 15 August 2026. Clients will not need to create any test announcements on go-live weekend.

1.13. Are tokens not required anymore?

1.14. How and when can I receive training on the new system?

Online training sessions will be scheduled and they will also be recorded and made available in the project folder (<https://clientportal.jse.co.za/technical-library/sens-project>). Training videos will also be made available in the project folder in due course. In addition, there is also a Help file which can be accessed from the project folder, or the new system. This provides detailed step-by-step instructions and explanations on all aspects of the new system.

1.15. How will the user setup for go-live work?

Existing SENS users will not automatically be migrated. Each company needs to provide a list of their required users to the JSE. The JSE will then create one **User Access Administrator** for each company. That person will then be able to register the other users for their company, using the new User Registration process. Training will be provided and any questions can be emailed to sensproject@jse.co.za for assistance. All users must be registered before the 11 July dress rehearsal. All users are required to test that they can access the system during the market dress rehearsals and that they can perform all the necessary actions in the new system.