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## SERVICE HOTLINE

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## NEW AND IMPROVED JSE WEBSITE – WHAT YOU CAN LOOK FORWARD TO

Over the years, the digital landscape has evolved at an alarming rate with new technology and enablement creating consumers/end users who are tech savvy and require brands that deliver through these digital platforms.

Other financial institutions have the luxury of many touch points with their consumers including, store fronts as well as various digital platforms. The JSE has a single access point to customers, prospective investors and the public – this access point is our website. It is therefore crucial that the JSE's website engages consumers functionally enabling manner.

The current JSE website is a challenge to navigate and this is the rationale for the creation of a new website which will be launched on 16 November 2019. The new and improved site aims to provide information to various target audiences on "How to..." invest, trade, list, raise capital and advertise career opportunities for the general public in a manner that speaks to their requirements and needs. For the JSE's peers and clients the new website provides access to proprietary market data, trading information, systems information and market updates.

On 16 November 2019, the new website will go live and will run parallel to the current website in order to minimise disruptions to clients and allow them time to test and transition. New functionality, content and features of the website will be introduced incrementally on a weekly basis. Content training for the new website will be scheduled prior to the old site being decommissioned and replaced by the new website in its entirety, in January 2020.

Downloadable files which include Non Live Market data will be accessible through the new client portal and file locations will remain unchanged, once again ensuring seamless access to information by clients. As an added feature, the website will have an automated Chatbot which will answer frequently asked questions and include a glossary of terms. This will minimise queries and email traffic to our Customer Service Centre (CSC).

We welcome your feedback and recommendations. Please send these to [new-website@jse.co.za](mailto:new-website@jse.co.za).

### Market / Services:

JSE Equity Market  
JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives
- Commodity Derivatives

JSE Interest Rate Market  
JSE Broker Deal Accounting (BDA)  
Colocation Services  
International Access Point Services

### Environment(s):

Production

### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre (CSC) on +27 11 520 7777 or e-mail [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

### Issued By:

The Digital Marketing Team