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Integrated Trading and Clearing (ITaC) Client Forum

12 September 2018



JSE Agenda

- ITaC Key Dates
- ITaC Market Dress Rehearsal 15 September 2018
 - Recap of objectives, approach and measurement criteria
- End-To-End (ETE) Testing Status and Feedback
 - ETE Cycle 4
 - ETE Cycle 4A focused business events
 - ETE Cycle 5
- General
 - Monthly User Readiness report timeline for September
- Questions?



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Date	Milestone	
20 Aug – 3 Sep 2018	ETE Testing – Cycle 4 Scripted	
4 Sep - 7 Sep 2018	ETE focused Test	1
10 Sep – 14 Sep 2018	MMDR 8 Prep	We are here
15 Sep 2018	Go-Live Ready Dress Rehearsal – mandatory for all clients	PLEASE NOTE: Mandatory for all clients for
17 Sep – 1 Oct 2018	ETE Testing – Cycle 5 Scripted	ALL ITAC MARKETS
3 Oct 2018	Go-Live Checkpoint with ITaC Market Steering	Including EQM, EDM, FXM
6 Oct 2018	- Go-Live Practice (JSE & Clearing Members) - Optional Dress Rehearsal (will be mandatory for those tradin pass a remaining MMDR)	ng members that still need to
8 Oct – 12 Oct 2018	Go Live Confirmation Cycle 1	
17 Oct – 23 Oct 2018	Go Live Confirmation Cycle 2	
27 Oct 2018	JSE deploys RTC/CIS into production	
29 Oct – 9 Nov 2018	RTC Daily Production Runs	
12 Nov 2018	Targeted Go-Live Date	
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ITaC Key Dates

- 3 Oct 2018
 - ITaC Market Steering Committee decision on 12 November go-live
- 6 Oct 2018
 - Go-Live Practice rehearsal JSE & Clearing Members
 - Optional Dress Rehearsal however will be mandatory for those Trading Members that still need to pass a remaining MMDR
- 08 Oct 12 Oct 2018
 - Go Live Confirmation Cycle 1 Mandatory clearing member go live proving test
- 17 Oct 23 Oct 2018
 - Go Live Confirmation Cycle 2 Final Mandatory clearing member go live proving test
- 27 Oct 2018
 - JSE deploys Real-Time Clearing (RTC) and Clearing Integration System into production
 - Daily instrument reference data maintained in parallel to current production environment and published via new real-time Live and NLMD services daily
- 29 Oct 9 Nov 2018
 - Real-Time Clearing (RTC) Daily Production Runs daily system start-up and end of day processing and logical day rollover

ITaC Agreements – for ITaC 1b and 1c (EDM & FXM) OVERDUE! JSE

TO AVOID TEST SERVICE DEACTIVATION POST 17 SEPTEMBER 2018

- JSE Services Agreement (JSA)
 - If you have not yet signed your JSA Kindly contact <u>JSA@jse.co.za</u> or 011 520 7478 / 7689
- JSE Data Agreement (JDA)
 - If you have not yet signed your JDA Kindly contact <u>MDClients@jse.co.za</u> or 011 520 7157



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High Level Dress Rehearsals Objectives

- Key objectives of the Go-Live Ready Dress Rehearsal:-
 - Simulate a normal production business day for all ITaC Markets
 - To ensure all Markets operate successfully together on ITaC go live
 - All ITaC functionality, deployment and cut-over activities are successful
 - Prove all access credentials correctly configured (CompIDs, Trader Groups, Trader IDs including back office users), etc.
 - Test and confirm that your chosen front end meets your business requirements
 - Test all system integration and ensure that the right information is passed between various system
 - Verify business integration between Trading Members and their Clearing Members
 - Practice deployment and cut over activities of your solutions
 - Prove your Firm's readiness for go-live to ensure you continue to operate successfully
 - ACHIEVE THE REMAINING DRESS REHEARSAL PASS CRITERIA REQUIRED



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- Equity Market
 - Mandatory for all clients
 - At least one user per Trading Member but as many as required to simulate a normal production day
 - All Live Information subscribers with direct connectivity to the JSE
 - All Shared Infrastructure Providers (SIPs)
- Equity Derivatives and Currency Derivative Markets
 - Mandatory for all clients: whether you have passed 2 dress rehearsals or not
 - All Clearing Members
 - All Trading Members
 - All Live Information subscribers with direct connectivity to the JSE
 - All software providers (trading, deal management and clearing)
 - All Shared Infrastructure Providers (SIPs)



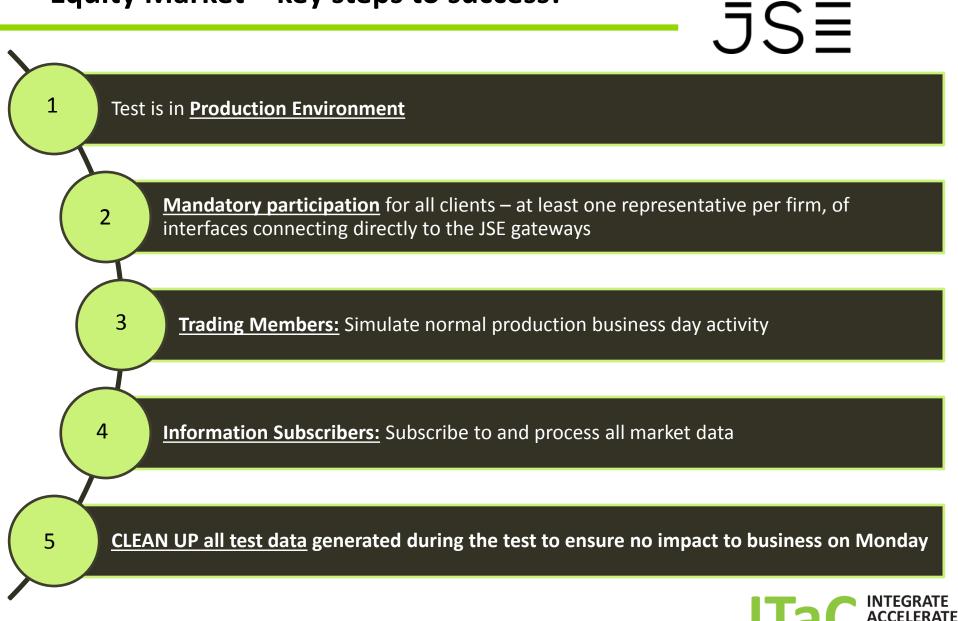
Participation in Dress Rehearsal – 15 Sept 2018

- Equity Derivatives and Currency Derivative Markets
 - Prove all access credentials Every Trader ID must be tested (<u>unless</u> JSE has specifically indicated otherwise to your firm)
 - including TraderIDs assigned to back office trading AND clearing staff to perform deal management activities
 - Trading Members test:
 - All Trader IDs for Trading activities
 - All Trader IDs that will be used for Deal Management activities the relevant Trader ID must test at least one deal management activity that is a pass criteria and requires a Trader ID to be included
 - All User IDs in RTC that you intend to go-live with
 - Clearing Members test:
 - All Trader IDs permissioned by their trading members for On-Behalf-Of functionality
 - Trade Reporting Each Trader ID must submit at least one Off Book Trade Report
 - Deal Management Each Trader ID must submit at least one allocation/assign
 - All User IDs in RTC that you intend to go-live with

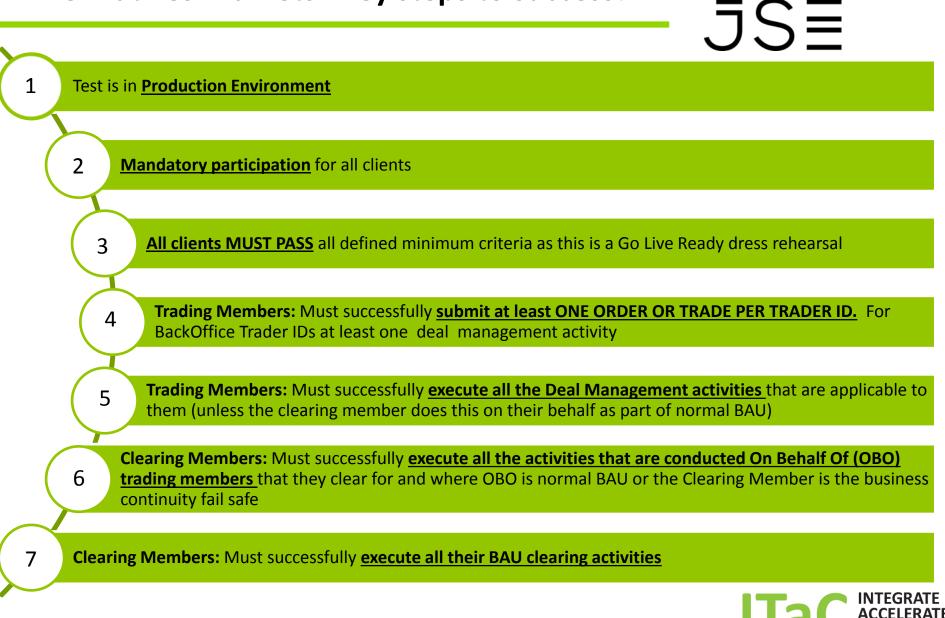


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Equity Market – key steps to success!



Derivatives Markets - key steps to success!



Participation in Dress Rehearsal – 15 Sept 2018

Live Information Subscribers

- Subscriber to real-time multicast data
- Login to perform recovery via the Replay and Recovery Gateways
- Verify the new Symbol Directory message for the user created instruments change
- International Access Point subscribers **MUST ALSO** test

- Non Live Market Data subscribers
 - We will produce the NLMD files for Equity Derivatives and Currency Derivatives market as part of EOD run
 - Verify content post the dress rehearsal



Dress Rehearsal Checklists

• Equity Market

- A high level test schedule has been published click <u>here</u>
- NO CHECKLIST to be completed or returned to the JSE
- Simulate normal business activity for a normal production day
- PLEASE USE REALISTIC PRICES AND MAKE THE TEST SUCCESSFUL FOR EVERYONE!!
- Equity Derivative and Currency Derivative Markets
 - Dress rehearsal results are generated by the JSE based on transaction data in JSE systems retain your system logs

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Checklist link - <u>https://www.jse.co.za/services/itac#OtherDocumentation</u>

Trading Business Functional Test Guide	Post-trade Checklist	1					
DO NOT need to be completed & returned to the JSE	Must be completed and returned to the JSE by Trading and Clearing Members						
All functionality highlighted in Yellow is mandatory – PLEASE USE MOST RECENT VERSION AS THERE ARE CHANGES	Mandatory functionality identified by column "Part of MMDR Success criteria"						
Pass mark is 85% for EDM & FXM Pass mark is 80%							
Confirm what business functionality is not applicable to your firm							

Dress Rehearsal Scope Exclusions

- Remember to confirm what business <u>functionality is not applicable</u> to your firm
 - Please also ensure that if a Trading Member outsources functions to a Clearing Member that this is clearly indicated in your Post-trade checklist returned to the JSE
 - Business functionality not applicable to your business and as provided to the JSE for August dress rehearsals will be used for September test results
 - If you did not previously provide these business exclusions kindly send an email to your JSE buddy indicating the scenario(s) not applicable to your Firm
 - Your JSE buddy will update the recent Dress Rehearsal Test Worksheet with functional exclusions



Measuring Success of Dress Rehearsals

- Equity Derivative and Currency Derivative Markets
 - ALL CLIENTS MUST PASS the minimum criteria in this dress rehearsal as Software Providers have made changes to their Front Ends and the JSE has implemented some bug fixes

Clients	Business	Technical
Trading Members	Same as previous tests EXCEPT no AM order but LIMIT order PLUS Less than 5 volatility auctions and price band breaches initiated by the Firm overall Every Trader ID needs to be tested (unless JSE has indicated otherwise to you specifically) Confirm Clearing Member performs all business as usual activities on your behalf where applicable Confirm Clearing Member tests their Trader IDs for your firm	Same as previous tests Login to all Native Trading, Post-Trade and Drop Copy GWs Own Order Book Download (OOBD) Own Trade Book Download (OTBD) Reconnect via Gateway failover
Clearing Members	Same as previous tests PLUS Every Trader ID for every Trading Member needs to be tested	Same as previous tests Login all RTC User IDs Execute at least one of every deal management On-Behalf-Of activity per Trading Member they clear for
Information Subscribers	Same as previous tests Subscribe to and process real-time market data - Process suspensions/halts	Same as previous tests Recover missed multicast data via the Replay/Recovery Gateways Reconnect via Gateway failover

Dress Rehearsal 15 Sept 2018 – Reference Data

• All TraderIDs and TraderGroups

• Production data

cut taken

• **Passwords** as at last Friday

Mon 10 Sept	Tues 11 Sept	Wed 12 Sept	Thur 13 Sept	Fri 14 Sept
 Prep Environment Instrument reference updated to align to I 	J	 Instrument reference data as at 7 Sep and then updated to align to Production Full position take- on as at 12 Sept 	• IMPORTANT: Client CSV files will be available in the END- TO-END (ETE) folder on IDP	• IMPORTANT: Client CSV files will be available in the PRODUCTION folder on IDP
		2018 • Only EDM and FXM member clients that have been active over the past 2 years will be migrated to new real-time clearing system	 Instrument reference dat instruments set to expire Prod Members to verify positio Test logins and setup for and real-time clearing to Test connectivity to From your front-end before Sat 	e if applicable as per ons against own systems trading, market data the Gateways t-end / SIP i.e. logon to
Password resets a	oplied after 7 Sept	ciculing system	you nont-end before Sat	
•	o be re-done on	In Progress		Tac INTEGRATE ACCELERATE GROW

Dress Rehearsal Testing – Issue Logging

- Ensure clear issue logging procedure for your team
 - Ensure you have the **support helpdesk contact details of your software provider** for support during the dress rehearsals and log all software issues with them
 - Log all queries with first line JSE Client Service Centre (CSC) via email to <u>CustomerSupport@jse.co.za</u> or call us on +27 (11) 520 7777
 - Keep track of all actions in the event of a problem to assist with troubleshooting and to recreate the issue
- Verify all software bugs, configuration and setup issues reported during the last dress rehearsal(s) with your software provider have been resolved and are tested in CTS environment prior to the dress rehearsal if not already tested in ETE since last dress rehearsal



Dress Rehearsal Schedule – 15 September 2018 $5S \equiv 5S \equiv 5$

- Technical Teams
 - 6h30 13h00 technical teams be on site 6h30 7h00
 - ~11h30 12h00 Market Halt all automated trading will be halted for 10 mins and followed by a 5 min re-opening auction call in EQM & EDM (staggered and for applicable instruments) and straight into continuous trading for EDM (applicable instruments) and FXM (whole market)
 - 12h00 13h00 Technical Gateway <u>failover testing</u> for trading and post-trade with software providers and own solution developers
- Business Users
 - 08h30 12h00 Business users on site from 8h30 for start of trade reporting
 - Note: Should you require more time for testing, please notify CSC or your buddy on the day
 - Attention Traders: If you are not currently enabled to trade in a specific market YOU WILL NOT be able to conduct activity on the market e.g. if you are not currently a Currency Derivatives dealer you cannot trade currency derivatives
 - Ensure realistic prices are used make the test successful for everyone!
- Monitor online status via this link: <u>https://www.jse.co.za/services/technologies/market-communications</u>
- Be aware of the JSE published known issue list as well as that of your software provider



Dress Rehearsal Tracking – additional support

- Each JSE client has a dedicated JSE user readiness contact ("buddy") don't know who your buddy is? Send an email to <u>ITaCBuddy@jse.co.za</u>
- Your JSE "buddy" will contact your nominated key ITaC contact person (primary/responsible officers) to exchange contact details (by Friday, 7 September 2018)
 - this person is your **escalation contact** (if required) during the dress rehearsals
 - If a more senior escalation contact is required, please contact Leanne Parsons, the JSE Executive Sponsor for ITaC via <u>LeanneP@jse.co.za</u> or via Client Service Centre (CSC) +27 11 520 7777
- We will reuse the SMS groups from the August dress rehearsals IF YOU WISH TO AMEND CONTACTS for your Firm, send an email to <u>ITaC@jse.co.za</u> with:
 - Firm Name
 - Name & Surname
 - Cell phone Number
 - Email Address



Trade Reporting counterparty allocation

- As indicated in the Trading test guide each Trading Member and each Clearing Member will be allocated two trade reporting counterparties for the dress rehearsal
- The intention is that clients are paired with counterparties that they deal with in a normal business day should you have a preference please notify your buddy
- Counterparties will be allocated in any of these categories: Client, Broker or Bank
- Your JSE "buddy" will provide you with your counterparties for the dress rehearsal by Wed, 12 Sept 2018



ETE Focused test observations

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• PLEASE NOTE FOR TESTING IN DRESS REHEARSAL

- Invalid Trade Times check that the time is populated correctly and regional settings and times are correct on the Front End
- Trader IDs not authorised for market use the correct Trader IDs for the correct markets
- Trade Size and Quantity not correct
- Incorrect Trade Types used valid trade types indicated on next slide
- Not populating the strategy link ID correctly Roll Trade & Strategy Trade requires that the trade legs be linked and this ID must be the same for both trade legs



Dress Rehearsal Trading Results Criteria

Connectivity

ſ	PASS	Market		Connectivity									
	RATE		Native Trading		Post Trade	- Own	Post Trade	- OBO	Drop Copy				
								_					
Γ	%	EDM/	Login All	Login	Login both	Login	Login both	Login	Login both	Login			
		FXM	3 GWs		GWs		GWs		GWs				

Pass mark is 85% for EDM & FXM

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Trading – Order Management

	Submit New Order - TIF							Submit N	lew Orde	Order Amend	Order Cancel	OOBD			
OPG	DAY	FOK	GFA	GTC	GTD	GTT	юс	LIMIT	МІТ	MTL	STOP	STOP LIMIT	Amended	Cancelled	Recovery

Trading – On Book and Off Book Trades

On Bo		<u></u>	Off Book Trades - Dual-Sided Off Book Trades - Si						Cided	ОВО	Cancellation		Strategy Trade		OTBD					
Trad	es		DOOK IT	ades -	Dual-5	laea	UTT BOOK Trades - SI		Off BOOK Trades - Si			ingle-sided			UBU	Cancel	ation	Strate	egy frade	
UT	AT	CD	NT	PA	RT	SR	CD	NT*	PA	R	Г	SR	NT	On Book		ICS	Delta Ontion	Recovery		
															Book		Option			

Trading – Reference Data

Pe	rmissions	Sessi	ons	/Status	Instrument Creation		
Correct Market	Correct Instrument Type	Suspend/Halt		No trading session	Future	Option	

* Single Sided NT not applicable for FXM

NO AT MARKET ORDERS WILL BE ALLOWED & LIMIT ORDERS WILL BE MEASURED

Dress Rehearsal Post-trade Results Criteria

JSE 15 September 2018 - Mandatory Market Dress Rehearsal Firm Name: Post-trade Business Functional Test Worksheet Instructions for completion of the Post-trade Business Functional Test Guide: 1. Trading Members and Clearing Members are required to complete COLUMN D of this document and indicate whether the function is applicable to the firm or not 2. Kindly submit completed test worksheets to your ITaC Dress Rehearsal Buddy by Monday, 17 September 2018 3. Please note that the pass criteria for Post-trade activities is 80% for the 15 September 2018 dress rehearsal TECHNICAL / FUNCTIONAL FEEDBACK Is this function Part of CM Part of TM **Test Category Test Activity** applicable to MMDR succes MMDR succes Additional Inf # 🖵 * -my trm? criteria criteria Perform an Allocation to a Trading Member Client Main Account YES = Min PASS criteria Perform an Allocation to a Branch Member Client Main Account for TMs and CMs Initiate an Assign to a Trading Member Accept an Assign from a Trading Member Cancel an Assign to a Trading Member Pass mark is Reject an Assign from a Trading Member Initiate an Assign to a Trading Member Branch 80% Accept an Assign from a Trading Member Branch Cancel an Assign to a Trading Member Branch Reject an Assign from a Trading Member Branch 4 **Deal Management** Perform a Tripartite allocation to a TM Client Perform a Tripartite allocation to a Branch Client Perform an Accumulation on a Trading Member House Account This is moving a deal from one client account/sub-account to Perform an Allocation Correction within a Trading Member another client account/sub-account This is moving a deal from one Branch client account/sub-Perform an Allocation Correction within a Branch account to another Branch client account/sub-account Perform a deal sub-account modification between house accounts This is moving a deal from one house account to another. Perform a deal sub-account modification between branch house This is moving a deal from one Branch house account to another. accounts Perform a principal correction from a Client Main Account to a Trading Member House Account Perform a principal correction from a Branch Client Main Account a Trading Manahar Dranch House Assount

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Status Update - ETE Testing Cycle 4: Week 2

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• Statistics

- Orders: 3 218 999 orders submitted
- Trades: 667 072 trades submitted
- Deals: 243 691 deals managed
- Non-Live Market Data Subscription Services: 467 Files produced

• Highlights

- Successful testing of FX and EDM closeouts in JSE Systems
- Successful testing of volume during End-to-End
- Failover testing of the Real-Time Clearing (RTC) member facing gateway required customers to connect on a different port – this will be addressed by the JSE to ensure a seamless failover for customers



ETE Testing - Client Queries Overview

End-to-End	In Progress	Resolved	Total
Cycle 1	1	62	63
Cycle 2	1	66	67
Cycle 3	Cycle 3 14		99
Cycle 4	23	34	57
Cycle 4A	3	1	4
Grand Total	42	248	290



ETE Testing - Trading



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FUNCTIONAL AREA	Status	Comment
Start of Day		Trading System is coming up in the morning, as scheduled and in a timely fashion. There are still known data alignment issues that do not affect start of day but require the JSE to manually manage the trading day as this is not production.
Intra-Day	\odot	Uploads that occur intra-day are open interest and intra-day instrument uploads, these seem to be running well. We had to extend the market on the 30 th as MDS had issues related to FCO instruments.
End of Day	\odot	The trading day has been extended to accommodate workarounds and processes for testing which is unlikely to happen in production. Further batch job automation required in test to ensure production behaviour is mirrored.
Intraday instrument Creation	\odot	Instrument uploads that occur intra-day has been successful to date. We are receiving user created instruments as well. Some users have experienced an issue creating Delta Option, due to a known issue with their software provider.
Order & Quote Management		No issues have been experienced in submission of orders/quotes. An auto-generated zero strike issue has bene resolved. There are some market configuration changes being proposed i.e. no Market Orders.
		FXM: Successful participation from 2 Banks in testing their Market Making application and the team is in the process of encouraging further Bank participation.
		EDM: The team is in the process of engaging with members to test their Market Making applications.
		There has been successful participation from members during cycle 4. However the number of members participating has not increased since cycle 3 for both order and quote management. However, Dress Rehearsal testing has been at a sufficient level to counter these volumes.
Trade Reporting	\odot	Members who have participated have successfully passed most of the trade reporting test scenarios. The known issue from one software provider on Roll Trade functionality, which has been resolved and clients have the opportunity to retest this functionality. In ETE Cycle 5 and MMDR8.
Connectivity and performance	\odot	Running on a third of the portion of CTS which is already half of production does not seem to be a problem. No system crashes, gateway downtime or excessive warnings. This indicates the production environment should cope even better.

Issues	Go to Green Action
FXM Members' participation is moderate	Buddies to contact FXM Members to encourage active ETE Participation
EDM Members' participation is moderate	Buddies to contact EDM Members to encourage active ETE Participation



ETE Testing - Market Data



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FUNCTIONAL AREA	Status	Comment
Live Market Data Subscriber Testing		 4 Live Information Subscribers currently participating No critical or high issues picked up during week.
Non Live Market Data Subscriber Testing	\odot	No critical or high issues picked up during week 2.
Non Live Market Data – Web Reports for general public consumption	\odot	 Publication of test reports to test website on TB75 environment will be checked during week of 03/09 Publication of FXM MTM All report still to be placed on TB75 website for review.



ETE Testing - Clearing



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FUNCTIONAL AREA	Status	Comment
Daily Balancing (IM, VM, Dividend payments, Funding Interest and Fees)		Balancing progressing well however trading engine cancel trade scenario has resulted in out of balance scenarios on IM, VM and fees. JSE is working with GCMS software provider to resolve for Cycle 5.
Corporate Actions	\odot	Successful processing of a Full Conversion Corporate Action
Deal and Position Management and Commissions (Trading Members)	\odot	Increased participation – no issues reported with regards to Deal Management functionality.
Trade Reporting, Deal & Position Management and Commissions (On Behalf Of)	\odot	No issues reported. Focused commissions testing post end of Cycle 4 (04 to 07 September 2018)
Futures Close Out (Equity Derivatives)		No issues in JSE systems. Known issues regarding processing of FCO deals in GCMS and will be resolved in next code drop.
Currencies Market Expiration Day		Process ran smoothly from a JSE perspective. Known issues regarding processing of FCO deals GCMS and will be resolved in next code drop.
Intraday Instrument Management / Intraday Reference data changes	\odot	Successful retesting of member transfer as well as additional margin updates. Successful testing of re run scenario on the back of margin changes as well as testing of 0 margin values.

Issues	Go to Green Action
 Clearing Member Software – key issues related to ETE run plan Closeout and corporate action deals processing Outstanding report fixes, Scheduler bugs, Internal accounting balancing 	GCMS code drop delivered on 31 August 2018.
 Clearing Member Software Cancelled trades quantity issue resulting in out of balance scenarios Change required to align risk fee calculation to JSE method Include month end interest to balance as part of last business day of the month Retesting of client transfers within same Clearing Member 	GCMS code drop to resolve TBA
 JSE – key issues Consult market on Corporate Action processing methodology in ITaC Provision test of post midnight GCMS / RTC downloads Retesting of all complex Corporate Action scenarios Retesting of month end interest and risk fees 	To be tested as part of Cycle 5

End-To-End Testing – Focused tests

- From **4 Sep to 7 Sep 2018**, JSE held **focussed test to facilitate additional testing** of the following **specific business events**:-
 - Scenarios for end-to-end processing of commissions including across software providers
 - Dual-sided trade reporting across different software providers
 - Scenarios for allocation and assigns including across software providers
 - Clients that wish to participate must notify their buddies to ensure we include them in the communication
- Clearing Members, Trading Members and Software providers participated
- Tests proved to be extremely valuable in identifying issues with cross software provider functionality / compatibility
- Assisted in troubleshooting key issues identified during previous dress rehearsals and ETE tests



End-To-End Focused Tests - Lessons Learnt

- Strategy Trades and Roll Trades
 - Traders to make use of a correct reference in the "Strategy Link ID" (this needs to be the same for both legs of the off book trades)
 - Software providers to confirm how they have catered for this in their frontends
- Off book trade types
 - Software providers to ensure they only include valid Off Book trade types in their drop down lists as is configured in the trading system – use daily reference data files
- Trades were rejected due to an invalid trade time
 - Software providers to verify their system time and ensure they are in sync with JSE trading system time
- Traders to ensure that:
 - A valid price and size are entered (trades were rejected due to zero price or quantity)
 - Only use Trader IDs for the instruments and/or markets that it is enabled for
- Trade Cancellations
 - Cancellation will only be processed by JSE systems once BOTH counterparty cancellation requests are submitted

End-To-End Focused Tests - Lessons Learnt

- Commissions
 - Invalid commission references
 - Invalid client references
 - Not processing commissions correctly nor populating reference fields correctly for trade cancellations
 - One software provider was not using the latest specification and needs to make changes



End-To-End (ETE) Testing - Cycle 5

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Start Date: 17 September 2018 End Date: 1 October 2018

Basic Events Scope	Specific Events Scope	
Order Management	Users to create intra day instruments	
Trade Execution - On Book & Off Book	Month End – 30 September 2018	
Options Exercised & Abandoned	EDM Multiple FCOs & FXM Multiple Expiries	
Deal Management	Tripartites	
	Corporate Actions - Basic - Complex	
	Public Holiday 24 September 2018	
	FXM market making obligations (daily)	
	Decommissioning impact on remaining markets (daily)	
	Member and client transfers (on request to JSE ClearOps team)	
	Clearing EOD re runs: • CM1 balancing and at CM2 balancing • On FCO • T+1	
	Default Management	
	Business Continuity Scenarios e.g. market halt & gateway failover	

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Remember that your September User readiness reports **are due** on Friday, **14 September 2018**

- If you have not previously submitted a checklist kindly remember to do so
- Who can assist me in understand the checklist?
 - Please contact your <u>JSE buddy</u> for assistance
- Who needs to submit this?
 - Trading and Clearing Members and Information Subscribers



Questions?

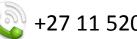
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Please refer all queries to the JSE Client Service Centre (CSC)



CustomerSupport@jse.co.za



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