

TELEPHONIC TRADING BROCHURE

To make use of trading or changing ownership of electronic certificates, ESC has introduced the ability to use the telephone rather than only the internet.

From when will I be able to trade telephonically?

“Teletrade” will be functional from 01 February 2007, through a dedicated call centre where a person will take your instructions across the phone (“initiate a transaction”) and then uses a sms function to your registered cell phone to which you reply to “authorise” the transaction.

What are the benefits of telephonic trading?

Participants without internet facilities can trade electronically; all calls are voice recorded and only your cell phone can authorise the transaction, which offers a reduced risk of fraud; the transactions are immediate without the time based delays of paper, thus eliminating couriers and courier costs. Improved deliveries onto Safex and owners are able to trade telephonically from anywhere.

How do I register for telephonic trading?

To register for this facility the user must firstly be registered with ESC (download from the website or call our call centre). A separate “Teletrade application form” needs to be completed, assigning a dedicated “Key Contact” person for the telephonic request process (applicable to corporate and individual accounts).

What type of transactions can be done telephonically?

Putting a certificate on offer to transfer ownership to another party, acceptance of certificate ownership being put on offer, encumbrances for loan security, acceptance of an encumbrance, transfers to Safex, splits and physical delivery requests.

I am now registered for telephonic trading, how do I trade with my certificate?

The user needs to phone the “Teletrade” contact centre on (011) 797 5719. The ESC consultant will ask a series of questions to the caller for verification and security purposes. The caller communicates his trading request to the ESC consultant, which will act as an initiator to capture the request online.

What happens after I have made my telephonic request?

An automatic sms confirmation is sent to the caller for authorisation of the telephonic request made. The certificate owner will act as an authoriser by replying within an hour to the sms received (cost is R1.50 per sms), to authorise the transaction.

What if I don't reply to the sms in time or enter the wrong details when replying?

The transaction will not take place and the request will expire automatically. The Teletrade user will thus have to contact the ESC call centre again with the same transaction instructions.