

MARKET REGULATION ADVISORY NOTICE

Exchange	NEX SEF
Subject	Facility Customer Support
Rule References	Rule 901 – NEX SEF NDF System Protocol
Advisory Date	September 14, 2021
Advisory Number	NEX SEF 2021-04
Effective Date	October 2, 2021

Effective October 2, 2021, to better support EBS clients and to ensure a continued high level of service to clients during CME Globex migration testing, please be advised of the following change to EBS Customer Support coverage over the EBS weekend maintenance window:

New hours of EBS Customer support:

- Start: Sunday 08:00 BST/GMT
- End: Saturday 16:00 BST/GMT

Changes will be made to the EBS Dealing rules, EBS MTF Rulebook and NEX SEF rulebook to reflect the new hours and will be available to view on the effective date via <https://www.cmegroup.com/trading/market-tech-and-data-services/ebs/regdocs.html>.

NEX SEF Rulebook
Chapter 9
("System Protocols")
(additions underscored; deletions ~~struck through~~)

Rule 901 – NEX SEF NDF System Protocol

(h) TRADING PRIVILEGE HOLDER OR AUTHORISED TRADING FIRM SUPPORT

Facility Customer Support is available during Facility Hours 24x7 to assist Trading Privilege Holders or Authorised Trading Firms with all issues pertaining to the NEX SEF Dealing Service.

The Commodity Futures Trading Commission ("CFTC") will be notified of the aforementioned during the week of October 4, 2021, via the weekly notification procedures set forth in Part 40 of the CFTC Regulations.

Please note that there are no changes to customer support outside the EBS Weekend Maintenance period, or to system availability at any time. If you have queries, please contact your EBS Account Manager or the EBS Support team.

Questions regarding this Advisory Notice may be directed to NEX SEF at NEXSEF_Support@nex.com

For media inquiries concerning this Market Regulation Advisory Notice please contact CME Group Corporate Communications at 312.930.3434 or news@cmegroup.com.