Member Section 2.0
Optimized Client Self Service Portal meets Improved System Performance

Deutsche Börse Group

Company Contacts:

How to assign a Contact Type

Version 1.0

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Document Version Management

Version	Date	Overview of changes
1.0	09 March 2021	

Support

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Member Section Support Team	member.section@deutsche-boerse.com	+49 69 211 1 78 88

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1. Introduction – Company Contacts

This manual is intended to explain what Company Contacts are, what the differences between User Roles and Contact Types are, which different Contact Types exist as well as how to assign a Contact Type to an existing user account.

"Company Contacts" serve as an overview of a certain group of Member Section users within your company. We differentiate between "User Roles" which are users who have certain permissions and responsibilities within the Member Section and "Contact Types" who serve as main contacts for specific topics for Deutsche Börse Group. The "Company Contacts" application also enables you to maintain yourself as a "Contact Type".

Attention: As a Central Coordinator, please ensure that you have set up the relevant Contact Types in line with Deutsche Börse's Clearing conditions and the admission requirements of your market.

1.1 User Roles

Registered users can be assigned different "User Roles" based on certain permissions, which enables the user to access specific services to perform relevant tasks, e.g. approving requests and registrations, within the Member Section. "User Roles" cannot be maintained via "Company Contacts". Permission can be requested during the registration process or via "My Profile" by the user, which requires an approval by the relevant Central Coordinator (CC) via "Task" or the Central Coordinator (CC) can assign permissions via "Portal User Administration".

Having an overview of these "User Roles" can be helpful for you, if you wish to proceed with certain workflows or want to know relevant status and who in your company can support you with a service you want to use in the Member Section.

The following User Roles are displayed under "Company Contacts":

Company Contact	User Role	Created by	Description
Central Coordinator (CC)	User Role	Deutsche Börse Group (DBG)	The Central Coordinator (CC) is the main contact for all market-related issues and responsible for the in-house distribution of all market information. The CC also administrates the user accounts and permissions within the Member Section.
Deputy	User Role	Central Coordinator (CC)	The Central Coordinator (CC) can assign deputies who is then able to approve registrations and maintain

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			permission requests of the responsible area of the relevant CC.
Admission Administrator	User Role based on permission "Admission Admin for Trader, QBO, QCS"	Permission requires CC approval	The Admission Administrator is entitled to register Traders at Eurex and Frankfurt Stock Exchange, Qualified Backoffice staff (QBO) and Qualified Clearing Staff (QCS) at Eurex Clearing.
User ID Maintainer	User Role based on permission "GUI User ID Maintenance"	Permission requires CC approval	The User ID Maintainer administrates User IDs for the Trading or Clearing systems.
Technical Connection Approver	User Role based on permission "Approval Technical Connection Request"	Permission requires CC approval	The Technical Connection Approver has the permission to approve technical connection request.
Technical User Administrator	User Role based on permission "Self Service Certificate Admin"	Permission requires CC approval	The Technical User Administrator has the permission to administrate all self-service certificates.

1.2 Contact Types

Deutsche Börse Group needs you to provide specific contacts within your company that can be contacted for specific topics. To distinguish between the different "Company Contacts", each is assigned a "Contact Type". A "Contact Type" has no responsibilities to perform certain tasks in the Member Section and purely serves as a contact for Deutsche Börse Group for specific topics. The responsibility or access to services within the Member Section is based on permissions which are linked to User Roles.

Having an overview of these "Contact Types" can be helpful for you to know who in your company is contacted for specific topics by Deutsche Börse Group.

In order to ensure compliance with the General Data Protection Regulation EU 2016/679 ("GDPR"), those contact types that were listed within the "Contacts" area of the former Member Section but did not have a connection to an existing and active user account could not migrated to the new Member Section that went live on 1 February 2021. Even though the Contact Types which were not migrated still serve as a main contact for these specific topics for Deutsche Börse Group. If you wish to have a list of all Contact Types which are still existent but not migrated, send an email to member.section@deutsche-boerse.com. Please be informed that these requests are only accepted by the Central Coordinator (CC) and are also only provided to the Central Coordinator (CC).

Contact Types which have a connection to an existing and active user account were migrated and are shown in the new Member Section under "Company Contacts".

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Thus, Deutsche Börse Group needs you to assign the above-mentioned Contact Types which were not migrated, if applicable. This can be done either by the Central Coordinator (CC) or by the users themselves who are registered with the Member Section.

Please be aware: Multiple Contact Types can be assigned to a single Company Contact, i.e. a person can be the Compliance Contact as well as the Regulatory Contact. Also, multiple Company Contacts can be assigned the same Contact Type, i.e. person 1 and person 2 can both be a Compliance Contact.

Detailed information on the different Contact Types can be seen in the table below. Explanations on how to assign a Contact Type to an existing user account are given in chapter 2.

The following Contact Types can be maintained; each Contact Type requires a selection of a sub-category:

Contact Type	Description	Sub-Category
Compliance Contact	The Compliance Contact is the relevant contact for compliance-regulated topics.	Cash Market Eurex Eurex Clearing Eurex Repo Eurex STS (Buy-In Agent)
Regulatory Contact	The Regulatory Contact is the relevant contact for regulatory topics (e.g. MiFID II / MiFIR) to guarantee the fulfilment of regulatory requirements.	Regulatory Coordinator MIFID II / MIFIR Contact
KYC ("Know Your Customer") Contact	The KYC Contact is the relevant contact for providing KYC information for all business relationships with Eurex Clearing AG, Eurex Frankfurt AG, Frankfurt Stock Exchange and Eurex Repo GmbH. KYC information includes all information to comply with KYC requirements, especially those related to funding of terrorist activities and money laundering.	Cash Market Eurex Eurex Clearing Eurex Repo Eurex STS (Buy-In Agent)
Trading Contact	The Trading Contact is the relevant contact for Extended Trading Hours T7 and Buy-Ing Agent Operation B7.	Buy-in Operation B7 Extended Hours Trading T7
Clearing Contact	The Clearing Contact is the relevant contact for Emergency Contact for Eurex Clearing or DMP Coordinator for the Clearing House in the event of a Clearing Member default.	Cash Management CLS Contact (primary) CLS Contact (secondary) Collateral Management Derivatives Clearing Default Management - DMP Coordinator Default Management - DMP Coordinator Deputy

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		Emergency Contact Extended Hours Clearing Liquidity Management (primary) Liquidity Management (secondary) Risk Management Securities Clearing
Release Contact	The Release Contact is the relevant contact for release-relevant topics (e.g. connection test, simulation and migration).	Connection Test Responsible Project Coordinator Simulation SPOC Technical Contact
Technical Contact	The Technical Contact is the relevant contact for topics regarding technical connectivity.	The technical contact is the contact which is selectable for Incident Tickets and Connectivity Requests

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2. Contact Type Maintenance

Chapter 2.1 explains how users with an active user account to the Member Section can assign a Contact Type to themselves. Please be aware: Users are able to see the full list of Company Contacts but can only assign a Contact Type to **themselves**.

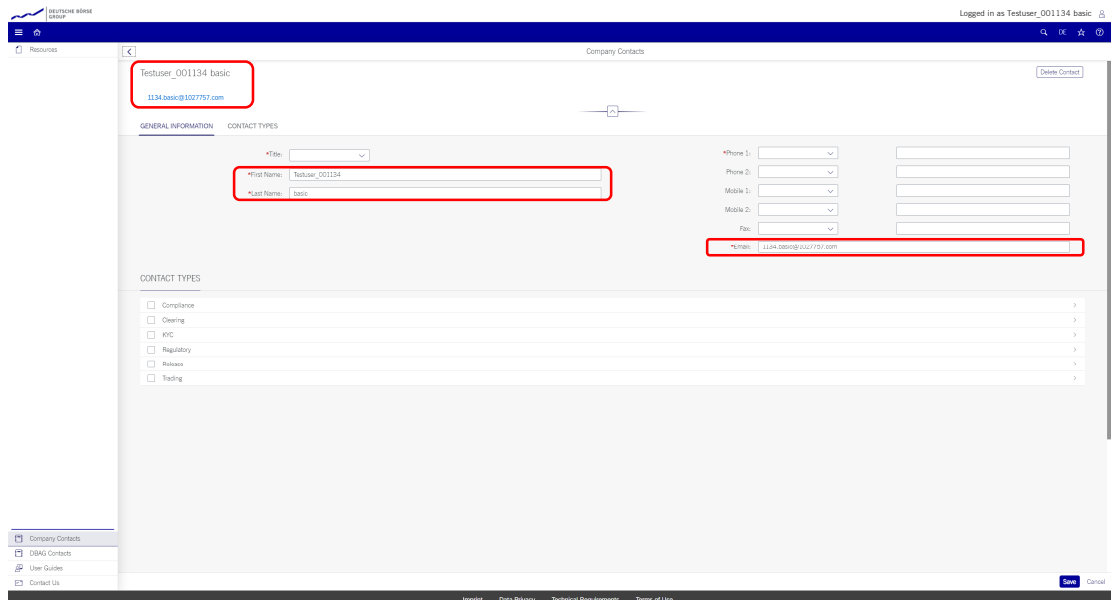Chapter 2.2 shows how the Central Coordinator (CC) can assign a Contact Type to an existing user account on behalf.

2.1 How to assign a Contact Type as a User

Click on the 'Company Contacts' tab in the navigation pane on the left side of the Member Section.

1. Click on the '+' button.
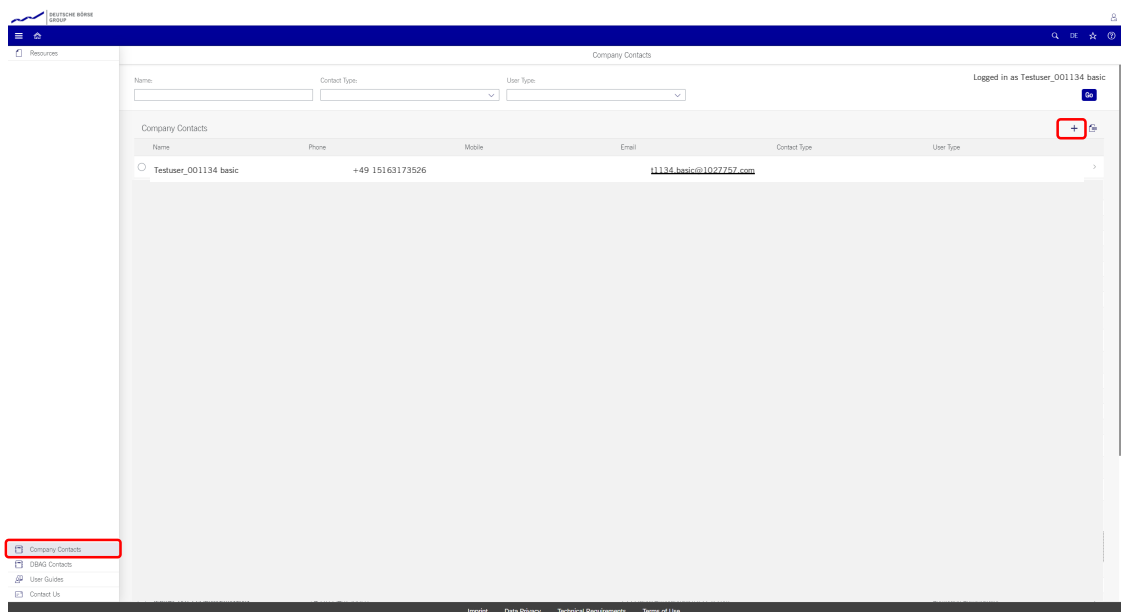
2. Your details will appear immediately. (Remember: As a user, you can only assign a Contact Type to yourself; thus, when you click on the '+', your details will appear and not somebody else's).

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3. You can change your contact details if necessary and select the Contact Type you want to assign to yourself.
4. Provide the mandatory details about the Contact Type you selected, i.e. select a category and add additional contact data if necessary.
5. Click on the 'Save' button in the lower right corner.

6. Now the Contact Type has been assigned to you.

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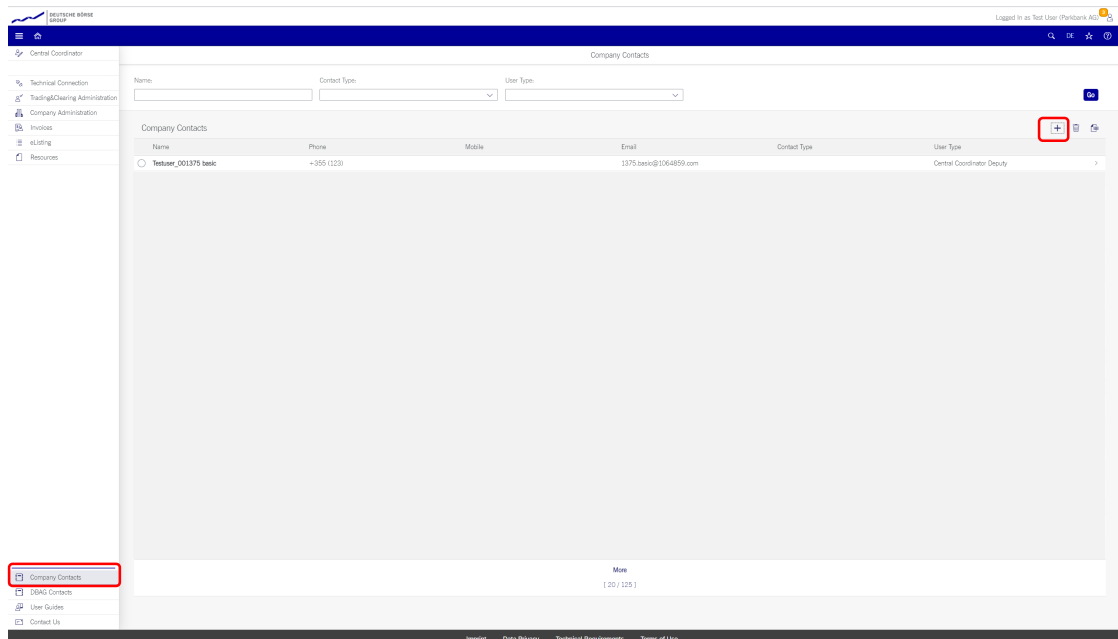Member Section**

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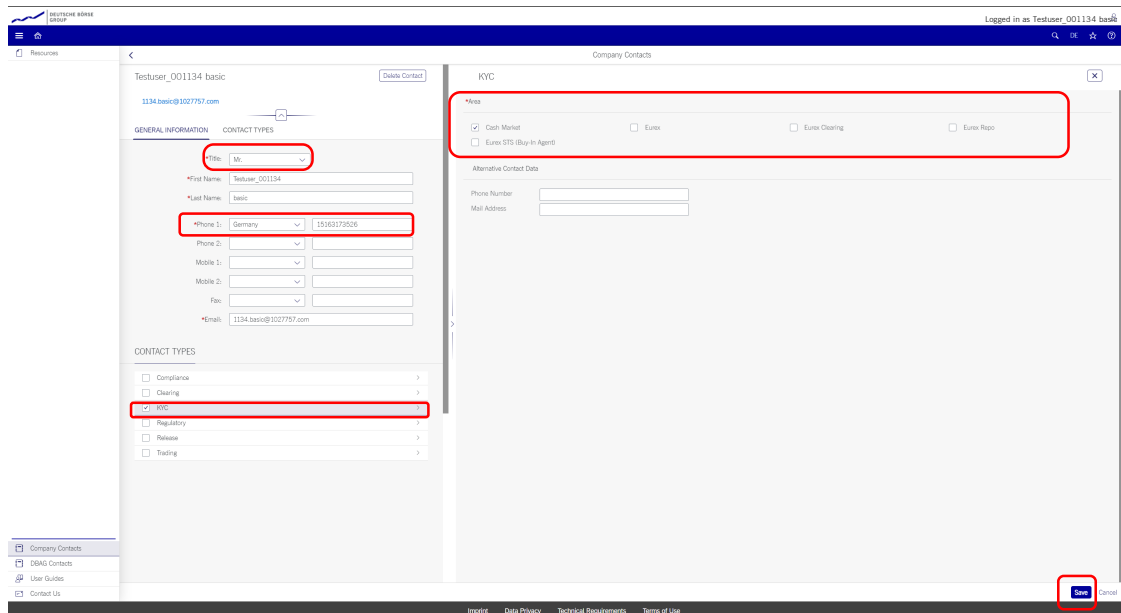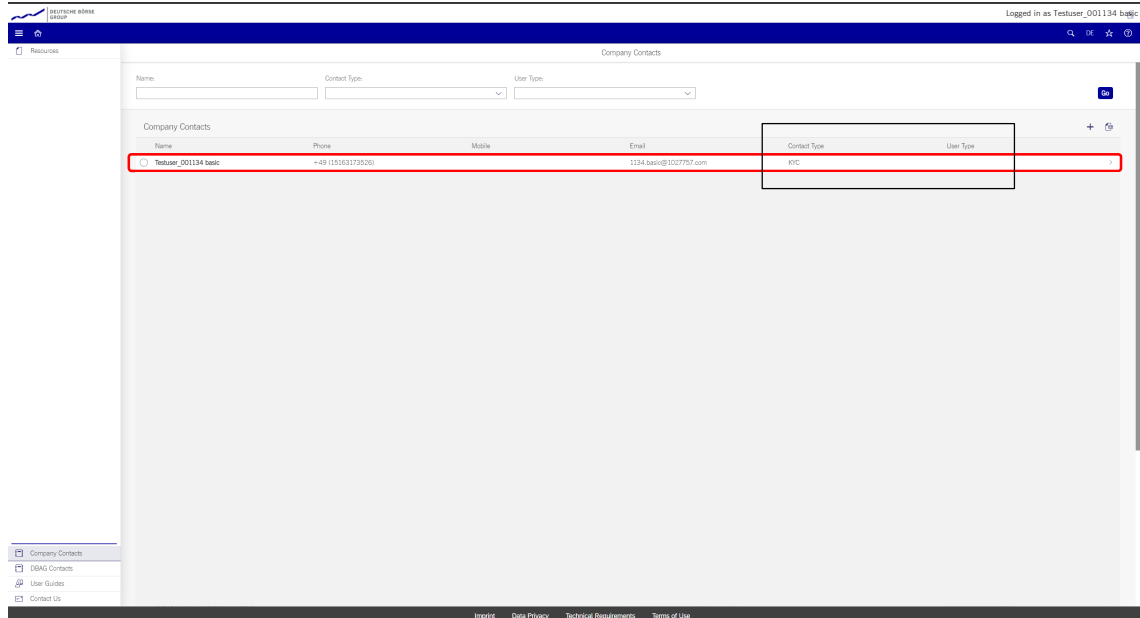
2.2 How to assign a Contact Type as a Central Coordinator on behalf

Central Coordinators can assign a Contact Type to an existing user account on behalf that is registered with the same legal entity as their own. Central Coordinators **cannot** assign a Contact Type to user accounts outside of their legal entities.

Click on the 'Company Contacts' tab in the navigation pane on the left side of the Member Section.
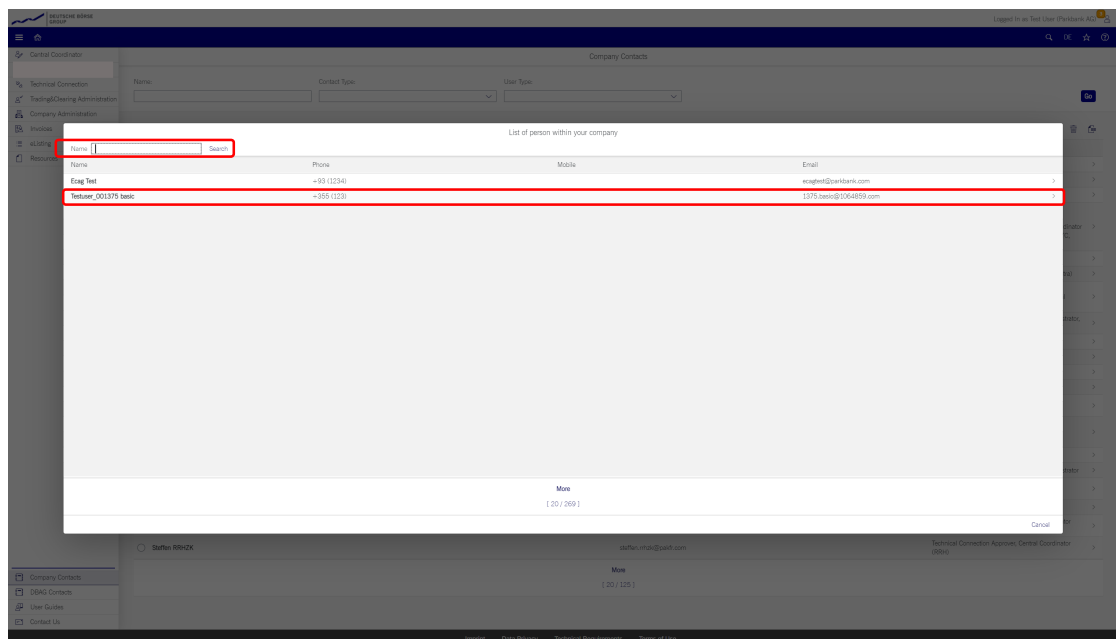
1. Click on the '+' button.

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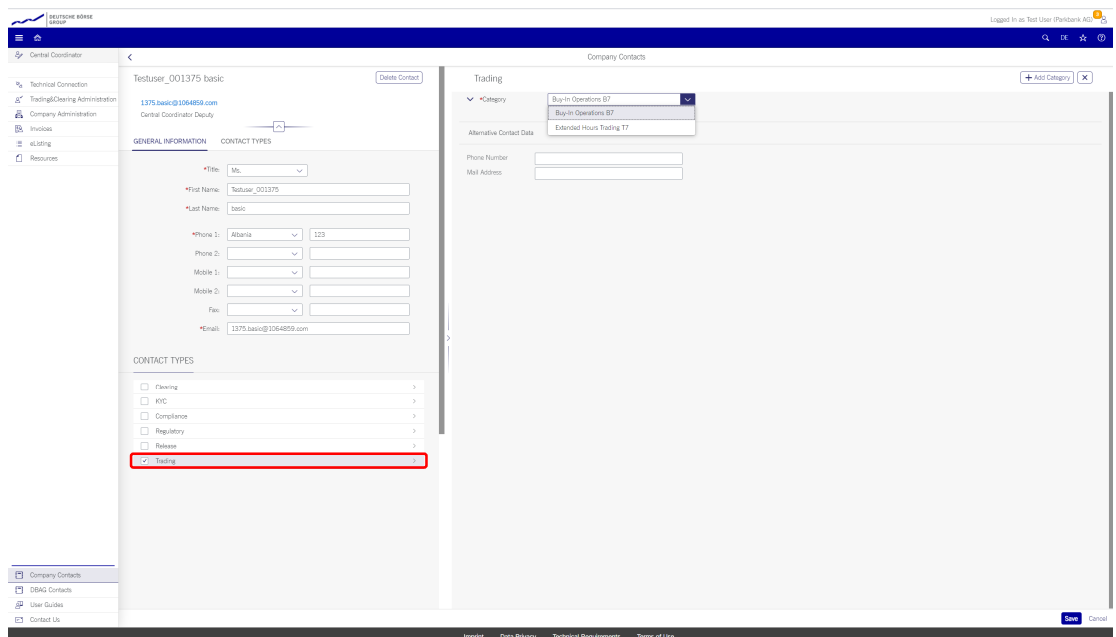Member Section**

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2. The list shows you every available person that belongs to your legal entity and has a Member Section user account. Use keywords to search for the specific user (e.g. Username, first name, last name) and select the user to whom the new Contact Type needs to be assigned to.
   Please be aware: if you as the Central Coordinator wish to assign yourself as a contact, please search and select yourself and maintain the contact types accordingly.
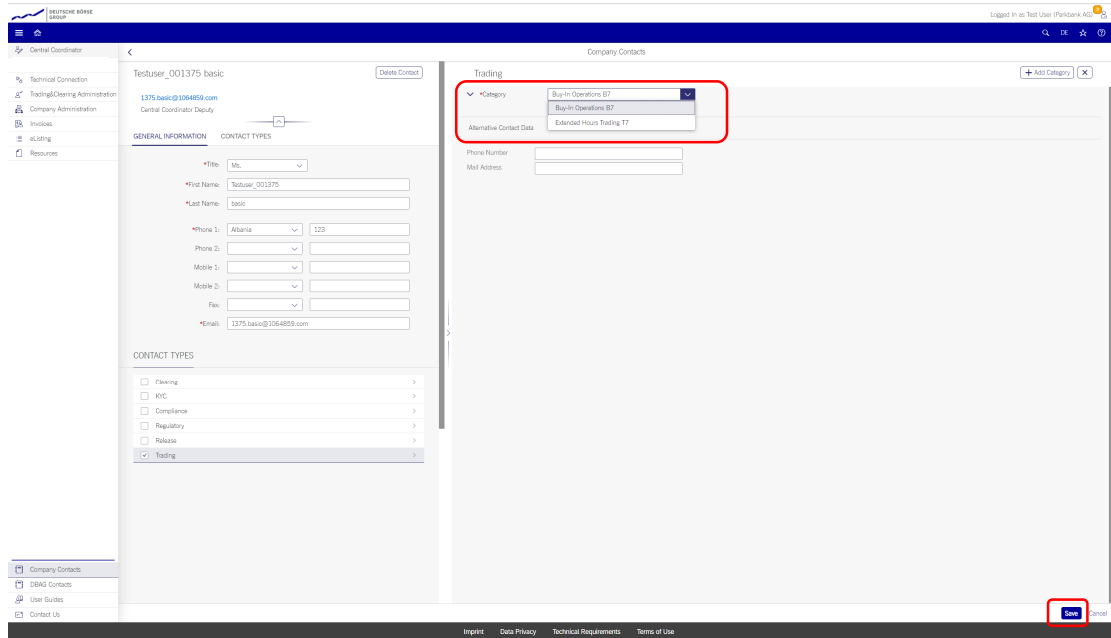
3. Please select the Contact Type you want to assign to the selected user account.

4. Provide the mandatory details about the Contact Type you selected, i.e. select a category and add additional contact data if necessary.
5. Click on the 'Save' button in the lower right corner.

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6.   Now the Contact Type has been assigned to the selected user account.