X-pand into the Future

e u r e x *circular 053/04*

Date: Frankfurt, April 29, 2004
Recipients: All Eurex members and vendors
Authorized by: Peter Reitz

⚠ **Action Required** ⚠ **High Priority**

Emergency Hotline

Contact: Functional Help Desk, Equity or Interest Rate Products, tel. +49-69-211-1 12 10 or +49-69-211-1 12 40

Content may be most important for:	**Attachments:**
➲ Front Office / Trading ➲ Auditing / Security Coordination	None

As part of its effort to increase levels of service to its participants, Eurex will make a new Emergency Hotline available in addition to the existing Functional Help Desk numbers. This hotline is exclusively intended for a Eurex participant to have the company's orders and quotes altogether deleted from the Eurex electronic trading system, if the exchange participant is unable to delete due to a breakdown in the Member Front End Installation or another of its EDP systems.

Emergency Mass Deletion Hotline: +49-69-211-1 25 40

Eurex requires the following data in order to carry out mass deletion for the member affected:

- Active Member ID
- Active Trader ID

This information serves as member legitimization and will be checked by Eurex before the deletion is carried out.

We refer you to the regulation in section 12.5 (Trading on Behalf) of the Implementation Regulations of Eurex Deutschland and Eurex Zürich Concerning Technical Equipment.

In this context we would like to point out that the member concerned is liable for any financial losses incurred by one member or several members as a result of misuse of a Trader ID in the Mass Deletion or Trading on Behalf processes.

This additional hotline should continue to ensure that emergency requests from exchange participants are recorded and handled immediately by Eurex. In order to make this service as quick and efficient as possible, the hotline will not answer any other questions or offer any other services. Please remember this when using the hotline.

Furthermore, Eurex will continue to offer the Trading on Behalf service on the usual Help Desk telephone numbers.

Please take this information into account when calling the Emergency Hotline. Should you have any further questions, please contact the Functional Help Desk for Equity or Interest Rate Products on +49-69-211-1 12 10 or +49-69-211-1 12 40.

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