eurex*bonds* circular 43/02

Recipients: Eurex Bonds Participants
Date: October 14, 2002
Authorized by: Dr. Johannes Weßling

Content may be most important for Traders, System Administrators, Security Administrators, Trading Contacts and Back-Office Staff

New Services of Eurex Bonds

Dear All,

By means of an enhanced service offer Eurex Bonds wants to meet even closer the requirements of the market for a professional and immediate market supervision and to improve the quality of its services.

Our intention is to offer a fast and high-level service in all market-related concerns of our participants. This applies to any trade-relevant request which requires fast action, especially in relation to trading-on-behalf activities and the report of mistrades.

For this reason we provide professional resources during the complete trading hours as well as during the pre- and post-trading phase (service hours from 08:15 to 17:45 CET). Thus, all urgent, trade-relevant requests can be tackled telefonically without delay.

In addition to the above service level, our participants can direct email requests to the mail-in database of Market Supervision (eurex.bonds.ms@deutsche-boerse.com). This permits participants to make inquiries for which the reply might need some time and the coordination with the respective expert. Thus, an even further quality improvement can be achieved.

Eurex Bonds GmbH
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Gesellschaft mit beschränkter Haftung
mit Sitz in Frankfurt/Main
HRB Nr. 49370
Amtsgericht Frankfurt/Main
USt Id 04523253333

We kindly ask you to use the below mail addresses and phone numbers to contact Eurex Bonds:

- Eurex Bonds Info Line, (products, new instruments, trading calendar, Rules and Regulations, Market Making, membership):
  069 2101-1222;
- Eurex Bonds Functional Help Line, (trading, trading on behalf, mistrades):
  069 2101-3890;
- Eurex Clearing, (clearing, central counterparty, deliveries):
  069 2101-1250;
- Eurex Bonds, Market Supervision, Mail-in Functional Help Desk:
  eurex.bonds.ms@deutsche-boerse.com

The described service levels will become effective on October 14, 2002 .

Best regards

Eurex Bonds

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